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SMARTPHONE
P'9981

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BlackBerry

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Quick Help

Getting started: Your smartphone

Find out about apps and indicators, and what the keys do on your BlackBerry smartphone.

Your BlackBerry smartphone at a glance



New in BlackBerry 7.1

BlackBerry 7.1 enhances the BlackBerry experience with new functionality and innovative apps.

BlackBerry Tag

Send pictures, songs, videos, documents, contacts, webpages, and voice notes between two NFC-enabled devices. Simply tap the back of your BlackBerry smartphone against the back of another NFC-enabled device. For more information, see BlackBerry Tag 289 .

Smart tags

A new intuitive user interface enables you to easily create smart tags and share information with other NFC-enabled device users. Create a smart tag to open a webpage, call a phone number, send a text or email message, open an application, or view a location on a map. You can also copy your smart tag information to writable smart tag stickers to add to posters and more. For more information, see Smart tags 290 .

Wi-Fi calling

If your wireless service provider supports Wi-Fi calling and you subscribe to this service, you can make and receive calls over the Wi-Fi network. For more information, see Wi-Fi calling 266 .

Mobile Hotspot mode

When you turn on Mobile Hotspot mode, you can use your smartphone as a mobile hotspot so that other Wi-Fi enabled devices can use the mobile network connection on your smartphone. For more information, see Mobile Hotspot mode 271 .

Before you use your smartphone in Mobile Hotspot mode, read the latest safety and product information at www.blackberry.com/docs/smartphones.

Parental Controls

Parental Controls are designed to help you have more control over how the features of the BlackBerry smartphone are used. With Parental Controls you can block content, turn features on or off, and decide what types of communication are available. For more information, see Turn on Parental Controls 319 .

Emergency alert messages

If your wireless service provider or organization participates in CMAS, you can receive emergency alert messages (presidential, imminent threat to safety of life, and amber alert messages) on your smartphone. For more information, see Emergency alert messages 106 .

New in BlackBerry 7

BlackBerry 7 includes a number of exciting new features and services, as well as some enhancements to existing features.

BlackBerry ID

A BlackBerry ID is an email and password that gives you convenient access to BlackBerry products and services. After you create your BlackBerry ID, you can log in to any BlackBerry product that supports BlackBerry ID. For example, with BlackBerry ID you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones. For more information, see BlackBerry ID 248 .

Voice enabled search

Looking for something? You can now use your voice to search for help, contacts, documents, pictures, videos, and more on your smartphone and on the Internet. For more information, see Search for an item using voice enabled search 310 .

Home screen customization

Customize the home screen even more by hiding panels you don't use regularly, and hiding icons in specific panels or all panels. For more information, see Show or hide a home screen panel 21 and Show, hide, or find an application icon 22 .

Compass application

Easily determine your direction in relation to the Earth's magnetic poles or to true north. You can also use the compass with location-based applications (such as the Maps application) to find directions based on coordinates. For more information, see Compass.

NFC technology

NFC technology allows you to quickly exchange information between your smartphone and smart accessories, smart payment terminals, smart access points, and smart tags. When you tap the NFC smart tag reader of your smartphone against a smart tag, you can see information such as web addresses, coupons, graphics, media files, and event details. For more information, see NFC technology 288 .

Touch-free call answering

You don't need to use your hands to answer calls when you're using a Bluetooth enabled headset or a regular headset! Now you can set your smartphone to answer calls automatically after 5 seconds. For more information, see Change how you answer calls with a headset 75 .

Bluetooth enhancements

You can now send multiple pictures at once using Bluetooth technology. For details, see Send a file 111 .

Conveniently send and receive a contact card (also called a vCard) using Bluetooth technology, and save the received contact card into your smartphone's contact list. For more information, see Send contact cards using Bluetooth technology 279 .

Video enhancements

Picture enhancements

When you rotate JPEG and PNG pictures, the pictures are saved automatically in the rotated view.

Sort pictures from either newest to oldest, or oldest to newest. This lets you see a slide show in the order that pictures were taken.

You can now view pictures in a slide show using transitions such a sliding, zooming, and panning. For more information, see Change your slide show options 154 .

About switching BlackBerry smartphones

When you switch to a new BlackBerry smartphone your data and settings, such as supported email messages, organizer data, and compatible third-party applications, can be transferred to your new smartphone.

The backup and restore process can be done using a media card or the BlackBerry Device Software. Both options are available from the Device Switch option in the Setup application.

A Switch Smartphones user guide is available at docs.blackberry.com.

Depending on your wireless service provider, this feature might not be available.

Related information

Visit the Setup application, 12

About BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use your BlackBerry ID email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones.

You are prompted to log in using your BlackBerry ID when you set up a BlackBerry PlayBook tablet or a BlackBerry smartphone running BlackBerry 7. If you previously created a BlackBerry ID, you must use it when you set up your new tablet or smartphone (instead of creating a new BlackBerry ID). You can log in to both a tablet and a smartphone using the same BlackBerry ID.

If you're using an older BlackBerry smartphone, you might be able to create a BlackBerry ID from within an app that supports BlackBerry ID, or you can create a BlackBerry ID by visiting www.blackberry.com/blackberryid.

Related information

About downloading apps with the BlackBerry App World, 26

Visit the Setup application

The Setup application helps you learn about navigation and typing, change options to personalize your BlackBerry smartphone, and set up network connections, such as Bluetooth connections. You can also set up email addresses and social networking accounts. The Setup application should appear automatically the first time that you turn on your smartphone.

1. If the Setup application does not appear automatically, on the Home screen or in a folder, click the **Setup** icon.
2. Click a section to change options or to complete a short series of prompts that help you set the options.

Important keys

Keys on the front of your BlackBerry smartphone		
	**Trackpad**	• Slide your finger to move around the screen.

Keys on the front of your BlackBerry smartphone		
		• Press (click) to select an item. • Press and hold to open a pop-up menu.
	**Menu**	• Open a menu. • Select a highlighted menu item. • Press and hold to switch applications quickly.
	**Escape**	• Return to the previous screen. • Close the menu.
	**Send**	• Make a call. • Answer a call.
	**End/Power**	• End a call. • Return to the home screen. • Press and hold to turn on or turn off your BlackBerry smartphone.

Keys on the top of your smartphone		
	**Lock**	Lock or unlock the screen and keyboard.

Keys on the right side of your smartphone		
	**Volume/Mute**	• Press the top and bottom keys to change the volume. • Press and hold the top or bottom key to play the next or previous media file. • Before you take a picture or record a video, press the top or bottom key to zoom in or out. • Press the middle key to mute a call or mute the volume.
	**Right convenience key**	• If supported, open the camera. To take a picture, press the convenience key again. • You can also customize this key.

	Keyboard	
⇧aA	**Shift**	Capitalize letters.
alt	**Alt**	Type the alternate character on a key.
sym	**Symbol**	Open the symbol list.
del	**Backspace/Delete**	Delete the previous character or a selected item.
↵	**Enter**	Select an item.
🔊	**Speakerphone**	Turn on or turn off the speakerphone during a call.

Flashing LED

The LED on the top of your BlackBerry smartphone flashes different colors to indicate different statuses.

Flashing LED color	Description
Green	You're in a wireless coverage area. You can turn on or turn off this notification.
Blue	Your smartphone is connected to a Bluetooth enabled device. You can turn on or turn off this notification.
Red	A new message has arrived and your selected profile is set to notify you using the flashing LED. If you're using your smartphone with a smart card, your smartphone is accessing data on the smart card.
Amber	The battery power level for your smartphone is low, or your smartphone is turned off and is charging. You can't turn off the notification for the low battery power level. The notification for charging turns off when you turn on your smartphone. If your smartphone is turned off, the LED changes to a solid green color when the battery is fully charged.

Related information

Turn on flashing LED notification for wireless coverage, 228
Turn off or turn on the Bluetooth connection notification, 283

Icons

Application icons

You can access your applications by clicking the icons on the home screen and in folders on the home screen. The initial view of the home screen displays icons for only some of the available applications. To view more application icons on the home screen, click **All**.

Depending on your BlackBerry smartphone model, administrator, and wireless service provider, some applications might not be available. You might be able to download some applications from the BlackBerry App World storefront.

Setup

	Setup		Enterprise Activation Activate a work email account using the BlackBerry Enterprise Server.
	Options		

Power and lock

	Password Lock		Power Off

Messages

	Messages		Saved Messages
	Added email address		Added work email address
	Text Messages		

Instant messaging

	Instant Messaging folder Some applications might appear in this folder including applications that you download.		BBM

Applications

	Browser		Manage Connections
	Maps		Help
	Compass		BlackBerry Protect
	Password Keeper		Voice Dialing
	Applications folder Some applications might appear in this folder, including applications that you download.		Phone
	Smart Tags		BlackBerry Travel

Media

	Media folder		Videos
	Pictures		Music
	Ring Tones		Voice Notes
	Camera		Video Camera
	Voice Notes Recorder		Podcasts
	YouTube		

Personal organizer

	Contacts		Calendar

	Tasks		MemoPad
	Clock		Calculator

Files

	Documents To Go		Files

Social networking and mobile purchasing

	BlackBerry App World		Social Feeds
	Facebook for BlackBerry smartphones		Twitter for BlackBerry smartphones

BlackBerry Device Software update

	A software update for the BlackBerry Device Software is available.		A software update for the BlackBerry Device Software is being downloaded.
	A software update for the BlackBerry Device Software is ready to be installed.		A software update for the BlackBerry Device Software is paused.

Sounds and alerts

	Normal profile		Phone Calls Only profile
	Loud profile		Custom profile
	Medium profile		Silent profile
	Vibrate Only profile		All Alerts Off profile

Games

	Games folder Some applications might appear in this folder, including applications that you download.		BrickBreaker
	Word Mole		

Home screen icons

These icons are status indicators that appear at the top of the home screen.

Depending on your wireless service provider, some of these icons might not appear.

	New item To clear this icon, open each item that has this indicator.		Update is available in the BlackBerry App World storefront
	Sending data		New item in the Social Feeds application
	Receiving data		System is busy
	New BBM item To clear this icon, open each chat that has this icon.		New BBM Groups item
	Roaming		Unread message count
	Alarm is set		Missed call count
	Calendar reminder count		Bluetooth technology is turned on
	Wi-Fi technology is turned on		NFC technology is turned on

Message inbox icons

These icons indicate the type or status of each message in your inbox.

Depending on your wireless service provider, some of these icons might not appear.

	Unread message		New BBM item

			To clear this indicator, open each chat that has this indicator.
	Read message		BBM chat is open
	Draft message		New BBM Groups item
	Filed message		New RSS item
	Message with an attachment		Message is being sent
	Message is high priority		Message has not been sent
	Text message with an attachment		Message has been sent
	Text message		Message has been delivered
	Message has been read		

Battery power level icons

These icons appear at the top of the Home screen and at the top of the screen in some applications.

	Full battery		Battery is charging
	Low battery		

Typing icons

These icons appear in the upper-right corner of the screen when you type.

	CAP lock (capital letter lock)		Multi-tap mode
	NUM lock (number lock)		Current input language
	Alt mode		

Phone icons

These icons appear at the top of the home screen and in the Phone application.

	Missed call		Received call
	Placed call		Voice mail message

Calendar icons

These icons appear when you highlight a calendar entry.

	Event reminder		Recurring appointment
	Meeting reminder		Exception for recurring appointment
	Notes		

Camera icons

These icons appear at the bottom of the screen in the camera. You can click these icons.

	View pictures		Geotagging is turned on
	Geotagging is turned off		Take another picture
	Flash is turned on		Flash is turned off
	Automatic flash mode		Scene mode

Video camera

These icons appear at the bottom of the screen in the video camera. You can click these icons.

	Start recording		Pause recording
	Send video		Rename video
	Delete video		

Your Home screen

Home screen at a glance


Battery power level
Change your ringtone or alerts
Notification view
See upcoming appointments, new messages, and other notifications
Navigation bar
Tap to see more icons
Slide left or right for more panels
Fri, May 20
12:21PM
3G
Wireless indicators
Tap to manage wireless connections, Wi-Fi®, Bluetooth® technology, or alarm clock
Search
Search your entire smartphone, including help, messages, music, the Internet, and more
All

Use a picture as your smartphone wallpaper

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Browse to a picture.
3. Press the key > **Set As Wallpaper**.

Related information

My display changed, 230

Add a shortcut to your home screen or Favorites panel

You can add a shortcut to give yourself quick access to items such as frequently used websites, contacts, applications, files, podcast channels, or media categories.

1. Browse to a website, or highlight the item that you want to create a shortcut for.
2. Press the key > **Add to Home Screen**.
   - To change the name of the shortcut, type a new name.
   - To change the location where the shortcut appears, change the **Location** field.
   - To add the shortcut to your Favorites panel, select the **Mark as Favorite** checkbox.
3. Click **Add**.

Show or hide a home screen panel

1. On the home screen, press the key > **Manage Panels**.
2. Select or clear the checkbox for each panel.
3. Press the key > **Save**.

Show, hide, or find an application icon

Depending on your theme, you might not be able to hide some application icons. You can also hide optional BlackBerry Device Software updates.

On the home screen or in a folder, do any of the following:

- To see all your application icons, on the navigation bar, click **All**.
- To hide an application icon, highlight the icon. Press the key > **Hide Icon**. If the icon appears in other panels, you can hide the icon in all panels or in the current panel only.
- To show all hidden application icons, press the key > **Show All Icons**.
- To stop hiding an application icon, highlight the icon. Press the key > **Unhide Icon**.
- To hide the  icon, click the **Options** icon. Click **Device** > **Software Updates**. Highlight a software version. Press the key > **Hide**.
- To show all hidden BlackBerry Device Software updates, click the **Options** icon. Click **Device** > **Software Updates**. Press the key > **Show All**.

Related information

My display changed, 230

Move an application icon

1. On the Home screen or in an application folder, highlight an application icon.
2. Press the key.
   - To move the application icon to a different location on the Home screen, click **Move**. Click the new location.
   - To move the application icon into an application folder, click **Move To Folder**. Click an application folder.
   - To move the application icon out of an application folder, click **Move To Folder**. Click **Home** or an application folder.

Change where apps that you download appear

To find your downloaded apps more easily, you can set them to appear in a certain folder, including folders you create.

1. On the home screen, press the key > **Options**.
2. Change the **Downloads Folder** field.
3. Press the key > **Save**.

Change themes

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. In the **Theme** section, click a theme.
4. Click **Activate**.

After you finish: To delete a theme, click the theme. Click **Delete**.

Related information

My display changed, 230

Set the number of icons that appear on the Home screen

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Change the **Home Screen Grid Layout** field.
4. Press the key > **Save**.

Change what happens when you type on the Home screen

Before you begin: Depending on your typing input language, you might not be able to use shortcut keys to open applications.

1. On the Home screen, press the key > **Options**.
   - To search your BlackBerry smartphone or the Internet when you type on the Home screen, change the **Launch by Typing** field to **Universal Search**.
   - To open applications when you press shortcut keys, change the **Launch by Typing** field to **Application Shortcuts**.
2. Press the key > **Save**.

Add a message that appears when your smartphone is locked

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Message on Lock Screen**.
3. Type the text that you want to appear on the screen when your smartphone is locked.
4. Press the key > **Save**.

Related information

Lock or unlock your smartphone, 29

Feature availability

The following items affect the availability of features on your BlackBerry smartphone. The features discussed are meant as examples, and are not inclusive of every feature that might or might not be available on your smartphone.

Smartphone model

Features such as GPS, the camera and video camera, and network connection options are dependent on your smartphone model. To find feature specifications for your smartphone model, visit www.blackberry.com/go/devices.

Wireless service plan and wireless service provider

You must purchase or change your wireless service plan through your wireless service provider. Features such as text messaging, location-based services, and some phone features are dependent on your wireless service provider's offerings.

A wireless service plan with phone or voice is required for you to use the Phone application and to send and receive text messages. A wireless service plan with data is required for you to use the browser service and instant messaging applications, and to send and receive email messages and PIN messages. A wireless service plan might affect which apps you can download and how you can download them.

For more information about your plan, contact your wireless service provider.

BlackBerry Internet Service and BlackBerry Enterprise Server

Once you have a data plan, you must set up your email address or third-party instant messaging account in order to send and receive email messages, use third-party instant messaging applications, and use some browser options.

If you are an individual user, when you set up your email address or instant messaging account, you are associating it with the BlackBerry Internet Service.

If you are a corporate user, your administrator sets up your email account by associating it with a BlackBerry Enterprise Server. Your administrator might set options that determine the features and settings that are available on your smartphone and if you can add or update an app. You can view the IT policies that have been set by your administrator in the security options on your smartphone.

Wireless network

The wireless network that your smartphone is connected to might affect the availability of some features. Depending on your wireless service provider and available roaming options, different wireless networks are available. Some wireless networks don't support features such as call blocking, call forwarding, or cell broadcasting. For more information, contact your wireless service provider.

Region

Depending on your region, you might have the option to add or update apps using the BlackBerry App World storefront. You might also be able to download apps from a webpage or an application. The availability of certain apps varies by region.

Related information

Find more information, 25
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Check which wireless networks your smartphone connects to, 254

Find more information

- **Help on your smartphone**: Find step-by-step instructions in the user guide for your BlackBerry smartphone. Click **Help** on the home screen or in an application menu.
- www.discoverblackberry.com: Find software, applications, and accessories for your smartphone.
- **Your wireless service provider website**: Find information about your wireless network or wireless service plan.

Popular topics

BlackBerry smartphone users have spoken! Here are the top things they want to know how to do on their smartphones.

Set up an email address

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click the **Email Accounts** icon.
3. Follow the screens to set up your email address. When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the **Messages** icon.

Note: In some cases, you might see the following options. If so, select one of the options.

- **Internet Mail Account**: Use this option to associate your BlackBerry smartphone with one or more existing email accounts (for example, Windows Live Hotmail) or to create a new email address for your smartphone.
- **Enterprise Account**: If your administrator gave you an enterprise activation password, use this option to associate your smartphone with your work email account using the BlackBerry Enterprise Server.

If you are trying to set up a Internet email account (for example, Windows Live Hotmail or Google Mail) or a new email address for your smartphone, and do not see this option, contact your administrator or wireless service provider.

Related information

Reconcile email over the wireless network manually, 90

Change options for your personal email account, 91

Add or change your email signature

Before you begin: Depending on your wireless service plan, this feature might not be supported.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options**.
   - For a work email account, click **Email Preferences**. If the **Message Services** field appears, change this field to the appropriate email account. If the **Use Auto Signature** check box is not selected, select it. In the field that appears, place your cursor.
   - For a personal email account, click **Email Account Management**. Click an email account. Click **Edit**.
3. Type a signature.
4. Press the key > **Save**.

Your signature is added to your email after you send it.

About downloading apps with the BlackBerry App World

With the BlackBerry App World storefront, you can search for and download games, themes, social networking apps, personal productivity apps, and much more. Using an existing PayPal account, you can buy and download apps to your smartphone over the wireless network.

If you don't already have the BlackBerry App World on your smartphone, you can download it at www.blackberryappworld.com. For more information about managing apps using BlackBerry App World, click the **BlackBerry App World** icon. Press the key > **Help**.

Depending on your wireless service provider and region, you might have the option to add or update apps using the BlackBerry App World™ storefront. You might also be able to download apps from a webpage (try visiting mobile.blackberry.com from your BlackBerry smartphone), or through your wireless service provider. Data charges might apply when you add or use an app over the wireless network. For more information, contact your wireless service provider.

Related information

About BlackBerry ID, 12

Transfer a file from your computer to your smartphone using your smartphone as a USB memory drive

You must use the BlackBerry Desktop Software to manage and preserve the information or the encryption that is associated with your media files when you transfer files between your BlackBerry smartphone and your computer.

1. Connect your smartphone to your computer using a USB cable.
2. Do one of the following:
   - If you want to transfer most types of files, in the dialog box that appears on your smartphone, select the USB option.
   - If you want to transfer media files that are protected with DRM, in the dialog box that appears on your smartphone, select the media transfer option.
3. If necessary, type a password. Your smartphone appears as a drive on your computer.
4. Drag a file from a location on your computer to a folder on your smartphone.

After you finish: To view the transferred file on your smartphone, disconnect your smartphone from your computer and find the file.

About using your smartphone as a tethered modem

Depending on your wireless service plan or administrator, you might be able to share the Internet connection on your BlackBerry smartphone. For example, if you are travelling, you can use your smartphone's Internet connection to access the Internet on a laptop or tablet.

To use your smartphone as a tethered modem with a laptop, you must connect your smartphone with your laptop using a USB cable and open the BlackBerry Desktop Software. To use your smartphone as a tethered modem with a BlackBerry PlayBook tablet, you must pair your smartphone with your tablet using Bluetooth technology.

While using your smartphone as a modem, you might not be able to use your smartphone's Phone application, Messaging applications, or applications that use the Internet. To receive a phone call, your smartphone might turn off the tethered Internet connection.

For more information about tethering, see the Help on your BlackBerry PlayBook tablet or in the BlackBerry Desktop Software.

Copy contacts from your SIM card to your contact list

Depending on your wireless service provider and wireless network, this feature might not be supported.

1. In the contact list, press the key > **SIM Phone Book**.
2. Press the key > **Copy All To Contacts**.

Note: If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that already appears in your contact list, your BlackBerry smartphone does not copy the SIM card contact.

Change your ring tone, notifiers, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Selected Profile**.
   - To change your ring tone or ring volume, click **Phone**.
   - To change notifiers or reminders, click to expand a section. Click an option.
3. In the **Ring Tone**, **Notifier Tone**, or **Reminder Tone** field, do one of the following:
   - Click a tone.
   - To use a song that is on your smartphone or on a media card, click **All Music**. Find and click a song.
   - To use a voice note that you recorded, click **All Voice Notes**. Find and click a voice note.
   - To use a preloaded alert, click **All Alerts**. Find and click an alert.
4. Press the key > **Save**.

Related information

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Icons for sound and alert profiles, 159

View a location on a map

1. On the Home screen, click the **Maps** icon.
2. Press the key > **Find a Location**.
   - To search for a point of interest such as a business or landmark, in the **Find a store, café, etc.** field, type the information for the point of interest. Highlight the point of interest.
   - To view a new location, in the **Find an address** field, type an address. Highlight the location.
   - To view a location for a contact, in the **Find a store, café, etc.** field, type the contact name. Highlight the contact information.
   - To view a favorite location, in the **Favorites** section, highlight the location.
3. Press the key > **View on Map**.

After you finish: If you are viewing a location other than your current location, to get directions to this location from your current location, press the key > **Navigate to Here**. Your BlackBerry smartphone must have an internal GPS receiver or be paired with a Bluetooth enabled GPS receiver to perform this task.

Lock or unlock your smartphone

You can lock the keyboard and screen to avoid pressing a key or the screen accidentally or making calls accidentally and, if you have set a BlackBerry smartphone password, you can also lock your smartphone with a password.

Do one of the following:

- To lock the keyboard and screen, press the **Lock** key on the top of your smartphone.
- To unlock the keyboard and screen, press the **Lock** key and slide your finger up.
- To lock your smartphone with a password, on the home screen or in a folder, click the  icon.
- To unlock your smartphone, enter your password.

Related information

Set or change your smartphone password, 317
Set or change your smartphone password, 317

Turn on or turn off airplane mode

You should keep network connections turned off in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry smartphone.

On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on airplane mode, click **All Off**.
- To turn off airplane mode, click **Restore Connections**.

Related information

Turn on or turn off data service or set roaming options, 256
Turn on, turn off, or check the status of a network connection, 255
Turn on or turn off data service or set roaming options, 256
Turn on, turn off, or check the status of a network connection, 255

Popular tips

Save time and maximize your efficiency with these quick tips.

Tips: Finding apps

Look in a folder on your home screen.	Some apps are located in folders on your home screen. Click a folder to see what apps are inside.
Make all hidden apps visible on the home screen.	On the home screen, press the key > **Show All Icons**. To unhide an app, highlight it and then press the key > **Unhide Icon**. If the icon is hidden in other panels, you can unhide the icon in all panels, or in the current panel only. If **Show All Icons** does not appear in the menu, there are no apps hidden from view.
Search for an app.	On the home screen, start typing the app name.
Verify that an app is installed.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**. If the

	app is listed, it is installed on your BlackBerry smartphone.

Tips: Managing indicators

Indicators tell you that there is something new or updated, such as a new message, voice mail message, or feed, or they inform you of the status of something, such as the battery or network connection. Indicators often appear on app icons, new content within apps, and at the top of the Home screen.

For a complete list of indicators, visit www.blackberry.com/docs/smartphones. Click your smartphone model, and then click the *Icon Guide*.

Remove the new item indicator .	Open each item that has this indicator. For example, to remove it from the Messages icon, click the icon.
Remove the unopened message indicator .	In the Messages app, do one or more of the following: • Open all of your messages by clicking on them. If you can't find all of your unread messages in your inbox, look in your messages folders. • Mark a message as read. Highlight a message. Press the key > **Mark Read**. • Mark all messages that are prior to a date as read. Highlight a date field. Press the key > **Mark Prior Read**.
Identify an indicator.	• You might be able to identify an indicator by seeing the icon of the application that the indicator refers to. To see a complete list of applications on your BlackBerry smartphone and their icons, on the Home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**.

Tips: Updating your software

Updated BlackBerry Device Software and BlackBerry Desktop Software are released periodically, and you might be able to update the software from either your computer or your smartphone. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Check to see if there is updated BlackBerry Device Software that you can download over the network.	Depending on your smartphone model, this feature might not be supported. On the home screen or in a folder, click the **Options** icon. Click **Device** > **Software Updates**.
Update your BlackBerry Device Software from your computer.	On your computer, visit www.blackberry.com/update. Click **Check for Updates**. Connect your smartphone to your computer.
Set your BlackBerry Desktop Software to check for updates automatically.	For instructions, see the Help in BlackBerry Desktop Software.
Update your BlackBerry Desktop Software .	Visit www.blackberry.com/desktopsoftware.

Tips: Doing things quickly

For full instructions, click the links under **Related information** at the bottom.

Access popular options such as setting the alarm, viewing notifications, and turning on or turning off network connections.	Highlight and click the areas at the top of the home screen.
See all the apps and folders on the Home screen, or minimize the panel and view the wallpaper.	On the navigation bar, click **All**.
Switch to another app.	Press and hold the  key. Click an app. **Note:** The other app might still be running in the background.
Open an app with a convenience key.	Press a convenience key on the side of your BlackBerry smartphone. **Note:** You can customize which app a convenience key opens.
Use pop-up menus.	Pop-up menus provide common available actions, and appear in the center of the screen. For example, you can use the pop-up menu in a message to file, forward, or reply to the message. To open a pop-up menu, touch and hold the screen or press and hold the trackpad. To select a command, tap the icon or click the trackpad.
Switch to the **Favorites**, **Media**, **Downloads**, and **Frequent** panels.	On the home screen, highlight **All** on the navigation bar and slide your finger on the trackpad right or left.

Add an app to the **Favorites** panel.	Highlight an app on the home screen or in a folder. Press the key > **Mark as Favorite**.
Change options for the home screen such as the wallpaper.	On the home screen, press the key > **Options**.

Related information

Change what happens when you type on the Home screen, 23
Assign an application to a convenience key, 219
Keep an application running in the background and switch to another application, 242

Tips: Extending battery life

Close apps when you're finished with them.	In an app, press the key and click **Close** or **Exit**.
Turn on battery saving mode.	On the home screen or in a folder, click the **Options** icon. Click**Device** > **Battery Saving Mode**. Select the **Turn on Battery Saving Mode when battery power level is low** checkbox.
Turn off network connections you aren't using.	On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click a network connection to clear the checkbox.
If your BlackBerry smartphone supports Wi-Fi, use Wi-Fi when you're in an area with reduced wireless coverage.	On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Select the **Wi-Fi** checkbox.
Set your smartphone to turn on and turn off automatically.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Auto On/Off**.
Close browser tabs you aren't using.	In the browser, press the key > **Tabs**. Highlight a tab and click the icon.
Set backlighting to remain on for a shorter period of time, and lower its brightness.	On the home screen or in a folder, click the **Options** icon. Click **Display** > **Screen Display**.
Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.	On the home screen, click your **Sound and Alert Profiles** icon. Click **Change Sounds and Alerts**.
Delete the previous text from a reply message.	When you are replying to a message, press the key > **Delete Original Text**.

Change how often podcast or social feed applications refresh content.	Your podcast and social feed applications periodically refresh content. In some of these applications, you can reduce how often the content refreshes. For more information, see the Help in the application.
If your smartphone has a camera flash, turn off the flash.	On the home screen, click the **Camera** icon. Click the flash icon at the bottom of the screen until the **flash off** indicator appears.
Keep your battery connections clean.	Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the smartphone.

Tips: Freeing space for your music, pictures, videos, and files

You can store files in the built-in media storage on your BlackBerry smartphone or on a media card.

Check how much storage is used by media files and documents.	On the home screen, click the **Media** icon. Press the key > **Memory Use**.
Delete unneeded files.	On the home screen or in a folder, click the **Files** icon. Find and highlight a file. Press the key > **Delete**.
Reduce the size of pictures you take and videos you record.	On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the key > **Options**. Change the **Image Size** or **Video Format** field.
Store files on a media card instead of your smartphone.	On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the key > **Options**. In the **Storage** section, change the **Store Pictures** or **Store Videos** field.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Copy, move, rename, or delete a file, 134
Change the size of pictures that you take, 150
View the amount of available storage space on your smartphone, 307
Change how long your smartphone stores calendar entries, 185

Keep an application running in the background and switch to another application, 242

Tips: Keeping your information safe

You can take some simple steps to help prevent the information on your BlackBerry smartphone from being compromised, such as avoiding leaving your smartphone unattended.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Set a smartphone password.	On the home screen or in a folder, click the **Options** icon. Click **Security** > **Password**.
Encrypt contacts and files.	On the home screen or in a folder, click the **Options** icon. Click **Security** > **Encryption**.
Back up your smartphone data to your computer.	Use the BlackBerry Desktop Software to back up your smartphone data to your computer. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.
Back up your smartphone data to a media card.	On the Home screen, click the **Setup** icon. In the **Setup** section, click **Device Switch** > **Save Data**.

Related information

Turn on encryption, 306
Set or change your smartphone password, 317

Shortcuts: Phone

Depending on the typing input language that you're using, some shortcuts might not be available.

Change your ring tone	From the home screen, press the key. Press the key > **Phone Ring Tones**.
Check your voice mail	Press and hold **1**.
Set up a speed dial for a contact	From the home screen or in the Phone application, press and hold the key that you would like to assign speed dial to.
Add an extension to a phone number	Press the alt key and **X**. Type the extension number.

Type a letter in a phone number field	Press the alt key and the letter key.
Insert a plus sign (+) when typing a phone number	Press **O**.
Turn on or turn off the speakerphone during a call	Press the key on the keyboard.
Stop listening to a call with a wireless headset	Press the key on the keyboard.
Change the active phone number	From the home screen, press the key. Click your phone number at the top of the screen. Click a phone number.

Shortcuts: Typing with the physical keyboard

Depending on the typing input language that you're using, some shortcuts might not be available.

Insert a period (.)	Press the space key twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press the space key.
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAPS lock	Press the alt key and the **Right** ⇧aA key. To turn off CAPS lock, press the **Left** or **Right** ⇧aA key.
Type a symbol	Press the sym key. Type the letter that appears below the symbol.
Type the alternate character on a key	Press the alt key and the character key.
Type an accented or special character	Press and hold the letter key and, on the trackpad, slide your finger left or right. For example, to type ü, press and hold **U** and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
Type a number in a text field	Press and hold the alt key and press the number key.

Type a number in a number field	Press a number key. You don't need to press the alt key.
Turn on NUM lock	Press the alt key and the **Left** ⇧aA key. To turn off NUM lock, press the **Left** or **Right** ⇧aA key.
Highlight a line of text	Press the **Left** or **Right** ⇧aA key and, on the trackpad, slide your finger up or down.
Highlight text character by character	Press the **Left** or **Right** ⇧aA key and, on the trackpad, slide your finger left or right.
Cut highlighted text	Press the **Left** or **Right** ⇧aA key and the del key.
Copy highlighted text	Press the alt key and click the trackpad.
Paste text	Press the **Left** or **Right** ⇧aA key and click the trackpad.

Shortcuts: Media

Depending on the typing input language that you're using, some shortcuts might not be available.

Audio and video files

Pause an audio or video file	Press the **Mute** key on the right side of your BlackBerry smartphone.
Resume playing an audio or video file	Press the **Mute** key again.
Play the next audio file	Press and hold the **Volume Up** key on the right side of your smartphone.
Play the previous audio file	Press and hold the **Volume Down** key on the right side of your smartphone.
Turn on the audio boost feature if you're using a headset	Press the **Volume Up** key until the audio boost feature turns on.

Pictures

Zoom in	Press **I**
Zoom out	Press **O**

Pan up	Press **2**
Pan down	Press **8**
Pan right	Press **6**
Pan left	Press **4**
Rotate	Press **L**

Camera and video camera

Zoom in before you take a picture or record a video	Press the **Volume Up** key.
Zoom out before you take a picture or record a video	Press the **Volume Down** key.
Take a picture	Press the **Convenience** key on the right side of your smartphone.

Common troubleshooting

I can't make or receive calls

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- If you can't make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you haven't changed your smart dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you're not receiving calls, verify that call blocking and call forwarding are turned off.
- Your smartphone or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.
- If you have more than one phone number associated with your smartphone, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.
- If you're using your BlackBerry MVS Client phone number, verify that support for the BlackBerry MVS Client is turned on.

- If you're using your BlackBerry MVS Client phone number, verify that your smartphone is registered with the BlackBerry Mobile Voice System. From the home screen, press the key. Press the key. Click **Options**. Click **BlackBerry MVS Client**. Press the key. Click **Register Now**. If the Register Now menu item doesn't appear, or if the registration fails, contact your administrator. If the registration doesn't complete, wait for a short period of time and then try again.
- If you have set call forwarding for the phone number provided by your wireless service provider, calls to your BlackBerry MVS Client phone number are also forwarded. To receive calls to your BlackBerry MVS Client phone number, verify that call forwarding is turned off.

Related information

Fixed dialing and smart dialing, 68
Call waiting, call forwarding, and call blocking, 66
Switch the active phone number,

I'm not receiving messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Reset your smartphone. Connect to the network and try again.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry Internet Service. If you haven't received an activation message (the message might take a short period of time to arrive), in the Setup application, open the email setup screen to send a service book to your smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the home screen or in a folder, click the **Options** icon. Click **Device** > **Advanced System Settings** > **Host Routing Table**. Press the key > **Register Now**.
- Verify that data service is turned on.
- If you use email filters, verify that the options for email filters are set correctly.
- Verify that email forwarding is turned on and that you have selected all the email folders, including your inbox folder, that you want to receive email from.
- Verify that your smartphone is not blocking messages. For more information, contact your administrator.

Related information

Change, prioritize, or delete an email filter, 98
Forward email from a specific email folder to your smartphone,

I can't send messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If the menu item for sending a message doesn't appear, verify that you have added an email address, a PIN, or a phone number for your contact.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry Internet Service. If you haven't received an activation message (the message might take a short period of time to arrive), in the Setup application, open the email setup screen to send a service book to your smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the home screen or in a folder, click the **Options** icon. Click **Device** > **Advanced System Settings** > **Host Routing Table**. Press the  key > **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

Related information

Generate an encryption key, 324
Change or delete a contact, 190
Turn on or turn off data service or set roaming options, 256
Options for email filters, 97
Resend a message, 94
Wireless coverage indicators, 259
Turn on, turn off, or check the status of a network connection, 255
Resend a message, 94

I forget my smartphone password

If you forget your BlackBerry smartphone password, it can't be recovered. If your smartphone uses a BlackBerry Enterprise Server, your administrator might be able to reset your password without deleting your smartphone data. Otherwise, the only way you can reset your password without knowing your current password is to delete all your smartphone data. You can do this by exceeding the number of allowed password attempts.

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, when you delete your smartphone data, you might also delete the data on your media card. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

My smartphone isn't ringing or vibrating when I receive a call or message

Try the following actions:

- On the home screen, click your **Sound and Alert Profiles** icon. Verify that your profile isn't set to **All Alerts Off** or **Silent**.
- If you have created contact alerts, on the home screen, click your **Sound and Alert Profiles** icon. Click **Change Sounds and Alerts** > **Sounds for Contacts**. Click a contact alert. Click **Phone** or **Messages**. Verify that the **Volume** field isn't set to **Silent** and that the **Vibration** field isn't set to **Off**.

The screen turns off

When you don't use your BlackBerry smartphone for a period of time, the screen turns off to conserve battery power. You can change the length of time that the backlight stays on when you aren't touching your smartphone.

To turn on the screen, click the trackpad or press a key.

Related information

Set options for backlighting, 225

Email messages aren't reconciling over the wireless network

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually.

Organizer data isn't synchronizing over the wireless network

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the Contacts application, Calendar application, Tasks application, and MemoPad.
- If you use the BlackBerry Internet Service, you must synchronize calendar data using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

I can't pair with a Bluetooth enabled device

Try the following actions:

- Verify that your BlackBerry smartphone is compatible with the Bluetooth enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you don't know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.
- If your smartphone doesn't detect the Bluetooth enabled device that you want to pair with, try making your smartphone discoverable for a short period of time. Many car kits need to discover your smartphone rather than your smartphone discovering the car kit. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Networks and Connections** > **Bluetooth Connections**. Click **Add New Device**. Click **Listen**. Bluetooth enabled devices can detect your smartphone for 2 minutes.
- Turn off encryption for Bluetooth connections between your smartphone and the Bluetooth enabled device. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Networks and Connections** > **Bluetooth Connections**. Highlight a Bluetooth enabled device. Press the > **Devices Properties**. Clear the **Encryption** checkbox. Press the key > **Save**.

Related information

Make your smartphone discoverable, 280

The media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.

Related information

Change the amount of time before the media player screen closes, 141

Tips and shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Tips: Doing things quickly

For full instructions, click the links under **Related information** at the bottom.

Access popular options such as setting the alarm, viewing notifications, and turning on or turning off network connections.	Highlight and click the areas at the top of the home screen.
See all the apps and folders on the Home screen, or minimize the panel and view the wallpaper.	On the navigation bar, click **All**.
Switch to another app.	Press and hold the  key. Click an app. **Note:** The other app might still be running in the background.
Open an app with a convenience key.	Press a convenience key on the side of your BlackBerry smartphone. **Note:** You can customize which app a convenience key opens.
Use pop-up menus.	Pop-up menus provide common available actions, and appear in the center of the screen. For example, you can use the pop-up menu in a message to file, forward, or reply to the message. To open a pop-up menu, touch and hold the screen or press and hold the trackpad. To select a command, tap the icon or click the trackpad.
Switch to the **Favorites**, **Media**, **Downloads**, and **Frequent** panels.	On the home screen, highlight **All** on the navigation bar and slide your finger on the trackpad right or left.

Add an app to the **Favorites** panel.	Highlight an app on the home screen or in a folder. Press the key > **Mark as Favorite**.
Change options for the home screen such as the wallpaper.	On the home screen, press the key > **Options**.

Related information

Change what happens when you type on the Home screen, 23
Assign an application to a convenience key, 219
Keep an application running in the background and switch to another application, 242

Tips: Extending battery life

Close apps when you're finished with them.	In an app, press the key and click **Close** or **Exit**.
Turn on battery saving mode.	On the home screen or in a folder, click the **Options** icon. Click**Device** > **Battery Saving Mode**. Select the **Turn on Battery Saving Mode when battery power level is low** checkbox.
Turn off network connections you aren't using.	On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click a network connection to clear the checkbox.
If your BlackBerry smartphone supports Wi-Fi, use Wi-Fi when you're in an area with reduced wireless coverage.	On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Select the **Wi-Fi** checkbox.
Set your smartphone to turn on and turn off automatically.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Auto On/Off**.
Close browser tabs you aren't using.	In the browser, press the key > **Tabs**. Highlight a tab and click the icon.
Set backlighting to remain on for a shorter period of time, and lower its brightness.	On the home screen or in a folder, click the **Options** icon. Click **Display** > **Screen Display**.
Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.	On the home screen, click your **Sound and Alert Profiles** icon. Click **Change Sounds and Alerts**.

Delete the previous text from a reply message.	When you are replying to a message, press the key > **Delete Original Text**.
Change how often podcast or social feed applications refresh content.	Your podcast and social feed applications periodically refresh content. In some of these applications, you can reduce how often the content refreshes. For more information, see the Help in the application.
If your smartphone has a camera flash, turn off the flash.	On the home screen, click the **Camera** icon. Click the flash icon at the bottom of the screen until the **flash off** indicator appears.
Keep your battery connections clean.	Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the smartphone.

Tips: Finding apps

Look in a folder on your home screen.	Some apps are located in folders on your home screen. Click a folder to see what apps are inside.
Make all hidden apps visible on the home screen.	On the home screen, press the key > **Show All Icons**. To unhide an app, highlight it and then press the key > **Unhide Icon**. If the icon is hidden in other panels, you can unhide the icon in all panels, or in the current panel only. If **Show All Icons** does not appear in the menu, there are no apps hidden from view.
Search for an app.	On the home screen, start typing the app name.
Verify that an app is installed.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**. If the app is listed, it is installed on your BlackBerry smartphone.

Tips: Freeing space for your music, pictures, videos, and files

You can store files in the built-in media storage on your BlackBerry smartphone or on a media card.

Check how much storage is used by media files and documents.	On the home screen, click the **Media** icon. Press the key > **Memory Use**.
Delete unneeded files.	On the home screen or in a folder, click the **Files** icon. Find and highlight a file. Press the key > **Delete**.
Reduce the size of pictures you take and videos you record.	On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the key > **Options**. Change the **Image Size** or **Video Format** field.
Store files on a media card instead of your smartphone.	On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the key > **Options**. In the **Storage** section, change the **Store Pictures** or **Store Videos** field.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Copy, move, rename, or delete a file, 134
Change the size of pictures that you take, 150
View the amount of available storage space on your smartphone, 307
Change how long your smartphone stores calendar entries, 185
Keep an application running in the background and switch to another application, 242

Tips: Freeing space to optimize your smartphone's performance

Try to maintain at least 10 MB of available application storage on your BlackBerry smartphone. If you find that your smartphone processes are unusually slow, try any of the following:

Close any apps you're not using.	Press and hold the key until the application switcher appears. Click an application icon. Press the key > **Close** or **Exit**.
Check how much free application storage you have.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Storage**.
Identify and delete applications and themes you don't need.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**. To view the details about your smartphone's memory and CPU usage, slide your finger on the trackpad right or left. To delete an application or theme, click an item. Click **Delete**.
Delete languages you don't use.	On the home screen or in a folder, click the **Setup** icon. Click **Languages and Input Methods**.
Delete browsing history and clear the cache.	On the home screen, click the **Browser** icon. Press the key > **Options**. Go to the **Clear Browsing Data** section.
Delete messages.	Highlight a message. Press and hold the aA key. On the trackpad, slide your finger up or down. Release the aA key. Press the key > **Delete Messages**. Or, highlight a date. Press the key > **Delete Prior**.
Reduce the amount of time that your smartphone stores email messages and calendar entries.	On the home screen, click the **Messages** icon or **Calendar** icon. Press the key > **Options**.
Stop storing sent messages on your smartphone.	On the home screen, click the **Messages** icon. Press the key > **Options** > **Email Preferences**.

Receive only the first section of long email messages, and choose whether to download more.	On the home screen, click the **Messages** icon. Press the key > **Options** > **Message Display and Actions**.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Change how long your smartphone stores calendar entries, 185
Delete a language from your smartphone, 222

Tips: Updating your software

Updated BlackBerry Device Software and BlackBerry Desktop Software are released periodically, and you might be able to update the software from either your computer or your smartphone. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Check to see if there is updated BlackBerry Device Software that you can download over the network.	Depending on your smartphone model, this feature might not be supported. On the home screen or in a folder, click the **Options** icon. Click **Device** > **Software Updates**.
Update your BlackBerry Device Software from your computer.	On your computer, visit www.blackberry.com/update. Click **Check for Updates**. Connect your smartphone to your computer.
Set your BlackBerry Desktop Software to check for updates automatically.	For instructions, see the Help in BlackBerry Desktop Software.
Update your BlackBerry Desktop Software .	Visit www.blackberry.com/desktopsoftware.

Tips: Keeping your information safe

You can take some simple steps to help prevent the information on your BlackBerry smartphone from being compromised, such as avoiding leaving your smartphone unattended.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Set a smartphone password.	On the home screen or in a folder, click the **Options** icon. Click **Security** > **Password**.
Encrypt contacts and files.	On the home screen or in a folder, click the **Options** icon. Click **Security** > **Encryption**.
Back up your smartphone data to your computer.	Use the BlackBerry Desktop Software to back up your smartphone data to your computer. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.
Back up your smartphone data to a media card.	On the Home screen, click the **Setup** icon. In the **Setup** section, click **Device Switch** > **Save Data**.

Related information

Turn on encryption, 306
Set or change your smartphone password, 317

Tips: Managing indicators

Indicators tell you that there is something new or updated, such as a new message, voice mail message, or feed, or they inform you of the status of something, such as the battery or network connection. Indicators often appear on app icons, new content within apps, and at the top of the Home screen.

For a complete list of indicators, visit www.blackberry.com/docs/smartphones. Click your smartphone model, and then click the *Icon Guide*.

Remove the new item indicator .	Open each item that has this indicator. For example, to remove it from the Messages icon, click the icon.
Remove the unopened message indicator .	In the Messages app, do one or more of the following: • Open all of your messages by clicking on them. If you can't find all of your unread messages in your inbox, look in your messages folders.

	• Mark a message as read. Highlight a message. Press the key > **Mark Read**. • Mark all messages that are prior to a date as read. Highlight a date field. Press the key > **Mark Prior Read**.
Identify an indicator.	• You might be able to identify an indicator by seeing the icon of the application that the indicator refers to. To see a complete list of applications on your BlackBerry smartphone and their icons, on the Home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**.

Shortcuts: Phone

Depending on the typing input language that you're using, some shortcuts might not be available.

Change your ring tone	From the home screen, press the key. Press the key > **Phone Ring Tones**.
Check your voice mail	Press and hold **1**.
Set up a speed dial for a contact	From the home screen or in the Phone application, press and hold the key that you would like to assign speed dial to.
Add an extension to a phone number	Press the alt key and **X**. Type the extension number.
Type a letter in a phone number field	Press the alt key and the letter key.
Insert a plus sign (+) when typing a phone number	Press **O**.
Turn on or turn off the speakerphone during a call	Press the key on the keyboard.
Stop listening to a call with a wireless headset	Press the key on the keyboard.
Change the active phone number	From the home screen, press the key. Click your phone number at the top of the screen. Click a phone number.

Shortcuts: Messages

Depending on the typing input language that you are using, some shortcuts might not be available.

In a message

Reply to a message	Press **R**
Reply to all in an email or a PIN message	Press **L**
Forward a message	Press **F**
File an email message	Press **I**
View or hide the email address of a contact	Highlight the contact in the **To** or **From** field. Press **Q**.
Move to the next message	Press **N**
Move to the previous message	Press **P**

In your message inbox

Open a message	Press the ↵ key.
Compose a message from a message inbox	Press **C**
Mark a message as read or unread	Press the **Alt** key and **U**.
Add a flag to a message	Press **W**
View all flagged messages	Press the **Alt** key and **F**.
View received messages and received call logs	Press the **Alt** key and **I**.
View draft and sent messages	Press the **Alt** key and **O**.
View voice mail messages	Press the **Alt** key and **V**.
View text messages	Press the **Alt** key and **S**.
View call logs	Press the **Alt** key and **P**.
View all your messages	Press the ⮌ key.

Move around your message inbox

Move up a screen	Press the **Shift** key and the **Space** key.
Move down a screen	Press the **Space** key.
Move to the top of a message inbox	Press **T**
Move to the bottom of a message inbox	Press **B**
Move to the next unread item	Press **U**
Move to the next related message	Press **J**
Move to the previous related message	Press **K**

Shortcuts: Files and attachments

Depending on the typing input language that you are using, some shortcuts might not be available.

Search for text in a file or an attachment	Press **F**
Move to the last cursor position after closing and reopening a file or an attachment	Press **G**

In a spreadsheet

Move to a specific cell	Press **G**
View the content of a cell	Press the **Space** key
Switch worksheets	Press **V**. Click a worksheet.
View or hide columns or rows	Press **H**

In a presentation

Switch presentation views	Press **M**
Move to the next slide when viewing a presentation in slide view	Press **N**

Move to the previous slide when viewing a presentation in slide view	Press **P**
Move to the last cursor position after closing and reopening a presentation that you were viewing in text view or in text and slide view	Press **G**

Shortcuts: Typing with the physical keyboard

Depending on the typing input language that you're using, some shortcuts might not be available.

Insert a period (.)	Press the space key twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press the space key.
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAPS lock	Press the alt key and the **Right** ⇧aA key. To turn off CAPS lock, press the **Left** or **Right** ⇧aA key.
Type a symbol	Press the sym key. Type the letter that appears below the symbol.
Type the alternate character on a key	Press the alt key and the character key.
Type an accented or special character	Press and hold the letter key and, on the trackpad, slide your finger left or right. For example, to type ü, press and hold **U** and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
Type a number in a text field	Press and hold the alt key and press the number key.
Type a number in a number field	Press a number key. You don't need to press the alt key.

Turn on NUM lock	Press the alt key and the **Left** ⇧aA key. To turn off NUM lock, press the **Left** or **Right** ⇧aA key.
Highlight a line of text	Press the **Left** or **Right** ⇧aA key and, on the trackpad, slide your finger up or down.
Highlight text character by character	Press the **Left** or **Right** ⇧aA key and, on the trackpad, slide your finger left or right.
Cut highlighted text	Press the **Left** or **Right** ⇧aA key and the del key.
Copy highlighted text	Press the alt key and click the trackpad.
Paste text	Press the **Left** or **Right** ⇧aA key and click the trackpad.

Shortcuts: Media

Depending on the typing input language that you're using, some shortcuts might not be available.

Audio and video files

Pause an audio or video file	Press the **Mute** key on the right side of your BlackBerry smartphone.
Resume playing an audio or video file	Press the **Mute** key again.
Play the next audio file	Press and hold the **Volume Up** key on the right side of your smartphone.
Play the previous audio file	Press and hold the **Volume Down** key on the right side of your smartphone.
Turn on the audio boost feature if you're using a headset	Press the **Volume Up** key until the audio boost feature turns on.

Pictures

Zoom in	Press **I**
Zoom out	Press **O**
Pan up	Press **2**

Pan down	Press **8**
Pan right	Press **6**
Pan left	Press **4**
Rotate	Press **L**

Camera and video camera

Zoom in before you take a picture or record a video	Press the **Volume Up** key.
Zoom out before you take a picture or record a video	Press the **Volume Down** key.
Take a picture	Press the **Convenience** key on the right side of your smartphone.

Shortcuts: Browser

To use browser shortcuts, you might need to turn on shortcuts in the browser options. Depending on the typing input language that you are using, some shortcuts might not be available.

Insert a period (.) in the address bar	Press the **Space** key.
Insert a slash mark (/) in the address bar	Press the **Shift** key and the **Space** key.
Stop loading a webpage	Press the ⮌ key.
Close the browser	Press and hold the ⮌ key.

On a webpage

Quickly switch between tabs	Press **W**
Zoom in to a webpage	Press **I**
Zoom out from a webpage	Press **O**
Go to the start page	Press **G**
Return to the browser home page	Press **H**
Open the bookmark folder	Press **K**

Bookmark a webpage	Press **A**
View a list of webpages that you have visited recently	Press **Y**
Refresh a webpage	Press **R**
Find text on a webpage	Press **F**. To find the next instance of the text, press **V**.
Open the browser options	Press **S**

Move around a webpage

Move up a screen	Press the **Shift** key and the **Space** key.
Move down a screen	Press the **Space** key.
Move to the top of a webpage	Press **T**
Move to the bottom of a webpage	Press **B**

Related information

Turn on browser shortcuts, 165

Shortcuts: Search

Depending on the typing input language that you're using, some shortcuts might not be available.

Search for an item on your BlackBerry smartphone	Start typing on the home screen.
Search for text in a message	Press **S**
Search for text in a file or an attachment	Press **F**
Search for text on a webpage	Press **F**
Search for text in a presentation	Press **F**

Note: You can change what happens when you type on the home screen.

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

Related information

Change what happens when you type on the Home screen, 23
Turn on browser shortcuts, 165

Shortcuts: Maps

Depending on the typing input language that you are using, some shortcuts might not be available.

Zoom in to a map	Press **I**
Zoom out from a map	Press **O**
Move to the next direction on a route	Press **N**
Move to the previous direction on a route	Press **P**

Shortcuts: Calendar

Depending on the typing input language that you're using, some shortcuts might not be available. For shortcuts to work in Day view, press the key > **Options**. Click **Calendar Display and Actions**. Clear the **Enable Quick Entry** checkbox.

Schedule an appointment	Press **C**
Change to Agenda view	Press **A**
Change to Day view	Press **D**
Change to Week view	Press **W**
Change to Month view	Press **M**
Move forward in week, month, or day view	Press the space key.
Move back in week, month, or day view	Press the ⇧aA key and the space key.
Move to the current date	Press **T**
Move to a specific date	Press **G**

Troubleshooting: Shortcuts

I can't use a shortcut

Try the following actions:

- Depending on the typing input language that you're using, some shortcuts might not be available. Try changing the typing input language.
- If media shortcuts aren't working, verify that you have turned on audio and video shortcuts in the Media options.

Related information

Change an input or display language, 223
Turn on or turn off audio and video shortcuts, 141

Phone

How to: Phone

Phone at a glance



Phone icons

These icons appear at the top of the home screen and in the Phone application.

	Missed call		Received call
	Placed call		Voice mail message

Phone basics

Find your phone number

Do one of the following:

- To view your active phone number, from the home screen, press the key. Your phone number appears at the top of the screen.
- To view a list of your multiple phone numbers, from the home screen, press the key. If your wireless service plan supports text messaging, the first phone number in the list is the phone number that you use to send and receive text messages.

Make a call

1. Do one of the following:
   - If your BlackBerry smartphone is unlocked, press the key.
   - If your smartphone is locked and you don't want to unlock it, press the key > **Place Call**.
2. Type a phone number or contact name.
3. Press the key.

After you finish: To end the call, press the key.

Related information

Add a pause or a wait to a phone number, 190
Available voice commands, 83
Turn on or turn off dialing from the lock screen, 74
Sort phone numbers or contacts on the phone screen, 74
I can't make or receive calls, 38

Answer or end a call

Press the key.

After you finish:

To end a call, press the key.

Related information

Change your ring tone, notifiers, reminders, or alerts, 28
I can't make or receive calls, 38

Answer a second call

Depending on your wireless service provider and wireless network, this feature might not be supported.

During a call, press the key.

- To answer the incoming call and place the current call on hold, click **Answer - Hold Current**.
- To answer the incoming call and end the current call, click **Answer - Drop Current**.

After you finish: To return to the first call, press the key > **Swap** or **Flash**.

Change your ring tone, notifiers, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Selected Profile**.
   - To change your ring tone or ring volume, click **Phone**.
   - To change notifiers or reminders, click to expand a section. Click an option.
3. In the **Ring Tone**, **Notifier Tone**, or **Reminder Tone** field, do one of the following:
   - Click a tone.
   - To use a song that is on your smartphone or on a media card, click **All Music**. Find and click a song.
   - To use a voice note that you recorded, click **All Voice Notes**. Find and click a voice note.
   - To use a preloaded alert, click **All Alerts**. Find and click an alert.
4. Press the key > **Save**.

Related information

I can't change the number of times that my smartphone rings, 80
Add or delete a custom profile,
Add or delete a contact alert, 161
Icons for sound and alert profiles, 159

Mute a call

During a call, press the **Mute** key on the right side of your smartphone.

After you finish: To turn off mute, press the **Mute** key again.

Place a call on hold

If your BlackBerry smartphone is connected to a CDMA network, you can't place a call on hold.

During a call, press the key > **Hold**.

After you finish: To resume a call, press the key > **Resume**.

Turn on the speakerphone

During a call, press the key > **Activate Speakerphone**.

After you finish: Don't hold your BlackBerry smartphone near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the *Safety and Product Information* booklet for your smartphone.

To turn off the speakerphone, press the key > **Activate Handset**.

Dial an extension

1. Press the **X** key.
2. Type the extension number.

Dial using numbers or letters

When you type a letter in a phone number, your BlackBerry smartphone dials the number that's associated with the letter on a conventional phone keypad.

- To type a number, press a number key.
- To type a letter, press and hold the **Alt** key. Press the letter key.

Switch applications during a call

During a call, press the key > **Switch Application**.

Note: If you switch to a different application and you want to end the call, press the key.

About using a headset

You can purchase an optional headset to use with your BlackBerry smartphone.

If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. Depending on your smartphone model, you might be able to use a headset button to make a call using a voice command.

Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files.

For more information about using the headset, see the documentation that came with your headset.

Emergency calls

About emergency calls and Emergency Callback Mode

If you're outside of a wireless coverage area and the 

indicator appears at the top of the screen, you can call only emergency numbers. Your BlackBerry smartphone is designed to allow emergency calls even when your smartphone is locked. Depending on your smartphone model and the wireless network that your smartphone is connected to, your smartphone is also designed to allow emergency calls when the SIM card isn't inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your smartphone is designed to connect to the wireless network automatically. You can make emergency calls by typing only official emergency access numbers (for example, 911 or 112).

Note: You should not rely on any wireless smartphone for essential communications, including medical emergencies. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

If your smartphone is connected to a CDMA network, when you end an emergency call, your smartphone enters Emergency Callback Mode. This mode allows the operator to call you back or find your approximate location. Depending on your wireless service provider, Emergency Callback Mode is active for 5 minutes or until you make a non-emergency call. In Emergency Callback Mode, you can't send and receive messages or browse webpages.

If your smartphone supports GPS and you make an emergency call, an emergency operator might be able to use GPS technology to find your approximate location.

Related information

About GPS technology,

Make an emergency call

Do one of the following:

- If your keyboard or BlackBerry smartphone is unlocked, from the home screen, press the key. Type the emergency number. Press the key.
- If your smartphone is locked with a password, press the key > **Emergency**. Press the key.
- If your keyboard is locked, press the key on the top of your smartphone. Press the key. Type the emergency number. Press the key.

Volume

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry smartphone.

- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.
- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again. If you press the **Mute** key during a call, your smartphone mutes the call so that you can hear others on the call, but they can't hear you.

Related information

Mute a call, 62
Improve sound quality for media files, 140
Amplify the volume using the audio boost feature, 140

Change the default volume for calls

You can increase or decrease the default volume for calls. The higher you set the volume percentage, the louder the volume is.

1. From the Home screen, press the key.
2. Press the key > **Options** > **In-call Settings**.
3. Change the **Default Call Volume** field.
4. Press the key > **Save**.

Improve sound quality during a call

You can't change sound quality when you are using a Bluetooth enabled headset.

1. During a call, press the key > **Enhance Call Audio**.
2. Select a Boost Bass or Boost Treble option.

Improve sound quality for all calls

You can't change sound quality when you are using a Bluetooth enabled headset.

1. From the home screen, press the key.
2. Press the key > **Options** > **In-call Settings**.
3. Change the **Phone Call Audio** field or **Headset Call Audio** field.
4. Press the key > **Save**.

Speed dial

Set up speed dial for a contact

1. From the home screen, press the key.

2.
3. In the **Speed Dial Numbers** list, click an unassigned key.
4. Click a contact.
5. If necessary, click a phone number for the contact.

After you finish: To make a call using speed dial, from the Phone application, the home screen, a message, or a message list, press and hold the key that you assigned to the contact.

Change the contact that is assigned to a speed dial key

1. From the Home screen, press the key.
2. Press the key > **View** > **Speed Dial List**.
3. Highlight a contact or phone number.
4. Press the key.
   - To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact.
   - To assign the contact to a different speed dial key, click **Move**. In the **Speed Dial Numbers** list, click a new speed dial key.
   - To delete the contact from the **Speed Dial Numbers** list, click **Delete**.

Call waiting, call forwarding, and call blocking

Turn on or turn off call waiting

Before you begin: To perform this task, your wireless service provider must set up your SIM card or BlackBerry smartphone for this service.

1. From the home screen, press the key.
2. Press the key > **Options** > **Call Waiting**.
3. Select or clear the **Enabled** checkbox.
4. Press the key > **Save**.

About call forwarding

Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card or BlackBerry smartphone. You might not be able to change or delete these phone numbers or add new ones.

For more information, contact your wireless service provider.

Forward or stop forwarding calls

Before you begin: To perform this task, your wireless service provider must set up your SIM card or BlackBerry smartphone for this service.

1. From the home screen, press the key.
2. Press the key > **Options** > **Call Forwarding**.
   - To forward all calls to a call forwarding number, change the **Forward Calls** field to **Always**. Change the **Forward All Calls** field to a call forwarding number.
   - To forward unanswered calls only, change the **Forward Calls** field to **Conditional**. Change the **If Busy**, **If No Reply**, and **If Not Reachable** fields to a call forwarding number.
3. Press the key > **Save**.

Your call forwarding settings apply to all subsequent incoming calls, until you change your settings again.

After you finish: To stop forwarding calls, change the **Forward Calls** field to **Never**.

Add, change, or delete a call forwarding number

Before you begin: To perform this task, your wireless service provider must set up your SIM card or BlackBerry smartphone for this service.

1. From the home screen, press the key.
2. Press the key > **Options** > **Call Forwarding**.
3. Press the key.
   - To add a call forwarding number, click **New Number**. Type a phone number. Press the key on the keyboard.
   - To change a call forwarding number, click **Edit Numbers**. Highlight a phone number. Press the key > **Edit**. Change the phone number. Press the key on the keyboard.
   - To delete a call forwarding number, click **Edit Numbers**. Click a phone number. Click **Delete**.
4. Press the key > **Close**.

About call blocking

The blocked calling feature allows you to block all incoming calls or block incoming calls only when roaming. You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when roaming.

To use the blocked calling feature, your BlackBerry smartphone must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password. Depending on your wireless service provider and wireless network, this feature might not be supported.

Block or stop blocking calls

Before you begin: To perform this task, your BlackBerry smartphone must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password.

1. From the home screen, press the key.
2. Press the key > **Options** > **Call Barring**.
3. Highlight a call blocking option.
4. Press the key > **Enable**.
5. Type your call blocking password.

After you finish: To stop blocking calls, highlight a call blocking option. Press the key > **Disable**.

Change the call blocking password

1. From the Home screen, press the key.
2. Press the key > **Options** > **Call Barring**.
3. Press the key > **Change Password**.

Fixed dialing and smart dialing

Depending on your wireless service provider and wireless network, this feature might not be supported.

About fixed dialing

If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list and to official emergency access numbers (for example, 911 or 112).

If your wireless service plan includes text messaging, you can also send text messages to contacts that appear in your fixed dialing list.

To use fixed dialing, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. Depending on your wireless service provider and wireless network, this feature might not be supported.

Turn on fixed dialing

Before you begin: To perform this task, your BlackBerry smartphone must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code.

1. From the home screen, press the key.
2. Press the key > **Options** > **FDN Phone List**.

3. Press the key > **Enable FDN Mode**.
4. Type your PIN2 code.
5. Press the key on the keyboard.

After you finish: To turn off fixed dialing, press the key > **Disable FDN Mode**.

Related information

I can't make or receive calls, 38

Add, change, or delete a contact in your fixed dialing list

Before you begin: To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code.

1. From the Home screen, press the key.
2. Press the key > **Options** > **FDN Phone List**.
   - To add a contact, press the key > **New**. Type your PIN2 code. Press the key. Type a name and phone number.
   - To change a contact, press the key > **Edit**. Change the contact information.
   - To delete a contact, highlight a contact. Press the key > **Delete**.
3. Press the key > **Save**.

About smart dialing

With the smart dialing feature, you can set a default country code and area code for phone numbers in the Contacts application so that you don't have to dial a country code and area code each time that you make a call, unless the country code or area code are different from the default codes that you set. Some country codes aren't supported by the smart dialing feature.

In the smart dialing options, you can also specify the main phone number for an organization that you call frequently so that you can quickly call a contact in that organization by dialing only the extension for the contact. If you add contacts from that organization to your contact list, when you add their phone numbers, you can type just the extensions instead of typing out the main phone number for the organization.

Related information

I can't make or receive calls, 38

Set options for dialing extensions

1. From the Home screen, press the key.
2. Press the key > **Options** > **Smart Dialing**.
3. In the **Number** field, type the main phone number for an organization.
4. In the **Wait For** field, set how long your BlackBerry smartphone waits before dialing an extension.
5. In the **Extension Length** field, set the default length for extensions.

6. Press the key > **Save**.

Set the default country code and area code

1. From the Home screen, press the key.
2. Press the key > **Options** > **Smart Dialing**.
3. Set the **Country Code** and **Area Code** fields.
4. If necessary, set the **Local Country Code** field and **International Dialing Digits** field.
5. In the **National Number Length** field, set the default length for phone numbers in your country.
6. Press the key > **Save**.

Note: When you determine the default length for phone numbers, include your area code and local number, but don't include your country code or the National Direct Dialing prefix.

Conference calls

About conference calls

You can create two types of conference calls with your BlackBerry smartphone. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your smartphone or computer. Conference call meetings allow participants who have a BlackBerry smartphone to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their smartphone, so that they don't have to dial the conference call bridge number and access codes. If you don't have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Related information

Conference call meetings, 185

Make a conference call

Before you begin: Depending on your wireless service provider or your wireless service plan, this feature might not be supported.

If your BlackBerry smartphone is connected to a CDMA network, you can't join more than two contacts to a conference call.

1. During a call, press the key > **Add Participant**.
2. Type a phone number or highlight a contact.
3. Press the key.
4. During the new call, press the key to join your first contact to the conference call.
5. To join another contact to the call, repeat steps 1 to 4.

Related information

Place a call on hold, 62

Create a phone number link for a conference call

1. Type a phone number for the conference call bridge.
2. Type **X** and the access code.

Speak privately with a contact during a conference call

Before you begin: You can perform this task only if you make a conference call by calling other contacts and joining the calls together, and not if you create a conference call meeting in the calendar of your smartphone.

1. During a conference call, press the key > **Split Call**.
2. Click a contact.

After you finish: To return to the conference call, press the key > **Join Conference**.

Disconnect a contact from a conference call

Before you begin: You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

1. During a conference call, press the key > **Drop Call**.
2. Click a contact.

After you disconnect a contact from a conference call, the call resumes with the other contacts.

Leave a conference call

Before you begin: You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

If you make a conference call, you can leave the conference call and the call continues without you. Depending on your wireless service provider, this feature might not be supported.

During a conference call, press the key > **Transfer** or **Flash**.

Call logs

About call logs

Call logs appear in the Phone application and show the status of recent calls by showing either a missed call indicator, placed call indicator, or received call indicator. A call log also includes the date of the call, the phone

number, and the estimated duration of the call. For more information about the exact duration of a call, contact your wireless service provider.

The phone list view option allows you to sort how call logs appear in the Phone application. Depending on how you set your call logging options, you can also view call logs in the Messages application. Depending on your theme, when you miss a call, a missed call indicator might also appear at the top of the home screen.

You can also add notes to call logs or send call logs as email messages. Unless you delete a call log, it's stored on your BlackBerry smartphone for 30 days.

Send a call log

1. From the home screen, press the key.
2. Highlight a call log.
3. Press the key > **View** > **History**.
4. Highlight a call log.
5. Press the key > **Forward**.

Delete call logs

1. From the home screen, press the key.
2. Do one of the following:
   - To delete a single call log, highlight a call log.
   - To delete a range of call logs, highlight a call log. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key.
3. Press the key > **Delete**.

Add, change, or delete call log notes

1. From the home screen, press the key.
2. Highlight a call log.
3. Press the key > **View** > **History**.
4. Highlight a call log.
5. Press the key.
   - To add notes, click **Add Notes**.
   - To change notes, click **Edit Notes**.
   - To delete notes, click **Edit Notes**. Press the key > **Clear Field**.
6. Press the key > **Save**.

View or hide call logs in the Messages application

You can set your BlackBerry smartphone to show call logs, including missed calls, in the Messages application.

1. From the home screen, press the key.
2. Press the key > **Options** > **Call Logs and Lists**.
   - To show recent and missed calls in the Messages application, select the **All Calls** option.
   - To hide call logs in the Messages application, select the **None** option.
3. Press the key > **Save**.

Multiple phone numbers

About multiple phone numbers

When you have multiple phone numbers associated with your BlackBerry smartphone, you can switch the phone number that you use as your active phone number. You have multiple phone numbers associated with your smartphone if one of the following situations applies:

- Your smartphone uses a SIM card and your SIM card supports more than one phone number.
- Your wireless service provider has set up your smartphone to support more than one phone number.
- Your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry MVS Client phone number.

If your SIM card supports more than one phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you're already on a call, you receive calls to your active phone number only, and any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail.

If your wireless service provider has set up your smartphone to support more than one phone number, you can make calls and receive calls using your active phone number only. Any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail.

If your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry MVS Client phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you're already on a call, you can receive calls to all phone numbers.

If your wireless service plan supports text messaging, the first phone number that appears in the drop-down list at the top of the screen in the phone application is the phone number that you use to send and receive text messages.

You can change call waiting, call forwarding, and voice mail options for each phone number associated with your smartphone.

Switch the active phone number

1. From the home screen, press the key.
2.

3. Click the phone number that you want to set as the active phone number.

Phone options

Turn on or turn off dialing from the lock screen

1. From the Home screen, press the key.
2. Click **Security** > **Password**.
3. Select or clear the **Allow Outgoing Calls While Locked** checkbox.
4. Press the key > **Save**.

Related information

Change when your smartphone locks automatically with a password, 318

Sort phone numbers or contacts on the phone screen

1. From the Home screen, press the key.
2. Press the key > **Options** > **Call Logs and Lists**.
   - To sort phone numbers or contacts by frequency of use, change the **Phone List View** field to **Most Used**.
   - To sort contacts alphabetically by contact name, change the **Phone List View** field to **Name**.
   - To sort phone numbers or contacts by most recent use, change the **Phone List View** field to **Most Recent**.
3. Press the key > **Save**.

Related information

Turn on or turn off dialing from the lock screen, 74

Hide or display your phone number when you make calls

Your wireless network can override the option that you choose.

1. From the Home screen, press the key.
2. Press the key > **Options** > **In-call Settings**.
   - To hide your phone number when you make calls, change the **Restrict My Identity** field to **Always**.
   - To display your phone number when you make calls, change the **Restrict My Identity** field to **Never**.
   - To allow your wireless network to decide whether to hide or display your phone number, change the **Restrict My Identity** field to **Network Determined**.
3. Press the key > **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click the application icon for an application that prompts you before you delete items.
2. Press the key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** checkbox.
5. Press the key > **Save**.

Change how you answer or end calls with the holster

1. From the home screen, press the key.
2. Press the key > **Options** > **In-call Settings**.
   - To answer calls automatically when you remove your BlackBerry smartphone from the holster, change the **Auto Answer Calls** field to **Out of Holster**.
   - To stop answering calls automatically when you remove your smartphone from the holster, change the **Auto Answer Calls** field to **Never**.
   - To end calls automatically when you insert your smartphone in the holster, change the **Auto End Calls** field to **Into Holster**.
   - To stop ending calls automatically when you insert your smartphone in the holster, change the **Auto End Calls** field to **Never**.
3. Press the key > **Save**.

Change how you answer calls with a headset

If your BlackBerry smartphone is paired with a Bluetooth enabled headset or you have a headset plugged into your smartphone, you can set your smartphone to answer calls automatically after 5 seconds.

1. From the home screen, press the key.
2. Press the key > **Options** > **In-call Settings**.
   - To answer calls automatically after 5 seconds, change the **Auto Answer Calls** field to **After 5s (Bluetooth/ Headset Only)**.
   - To stop answering calls automatically after 5 seconds, change the **Auto Answer Calls** field to **Never**.
3. Press the key > **Save**.

Reset a call timer

A call timer provides the estimated duration of calls. For more information about the exact duration of a call, contact your wireless service provider.

1. From the Home screen, press the key.
2. Press the key > **Status** > **Last Call** or **Total Calls** > **Clear Timer**.
3. Press the key > **Save**.

About TTY support

When you turn on TTY support and you connect your BlackBerry smartphone to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your smartphone is designed to convert received calls to text that you can read on your TTY device.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your smartphone. To get an adapter accessory that Research In Motion has approved for use with your smartphone, visit www.shopblackberry.com.

Turn on or turn off TTY support

1. From the Home screen, press the key.
2. Press the key > **Options** > **TTY**.
3. Change the **TTY** field.
4. Press the key > **Save**.

After you finish:

A TTY indicator appears in the connections area at the top of the Home screen.

Related information

About TTY support, 76
Phone options, 74

Voice mail

About your voice mail greeting and voice mail password

Depending on your wireless service provider, the method for changing your voice mail greeting or voice mail password might differ. You should be able to access the options for changing your voice mail greeting or voice mail password when you check your voice mail. For more information, contact your wireless service provider.

Check your voice mail

Depending on your theme, you might be able to check your voice mail from the home screen.

1. From the home screen, press the key.
2. Press the key > **Call Voice Mail**.

Related information

I can't check my voice mail, 79

Change the voice mail access number and password

If a voice mail access number isn't already set on your BlackBerry smartphone, you can type the access number for a different voice mail system.

Note: If you change the voice mail password on your smartphone, you must also call your voice mail system to change the password there. Otherwise, the password for your voice mail isn't updated in your voice mail system. If you forget your voice mail password, call your wireless service provider to get a new password.

1. From the home screen, press the key.
2. Press the key > **Options** > **Voice Mail**.
3. Type a voice mail access number and a password.
4. Press the key > **Save**.

Related information

I can't check my voice mail, 79

Change how many times your smartphone rings before the call goes to voice mail

To change how many times your BlackBerry smartphone rings before the call is forwarded to voice mail, you must call your wireless service provider's voice mail system. Each wireless service provider has a different voice mail system. For more information, contact your wireless service provider.

Related information

I can't change the number of times that my smartphone rings, 80

Troubleshooting: Phone

Some features aren't available on my smartphone

The availability of certain features on your BlackBerry smartphone might be affected by items such as your smartphone model and wireless service plan.

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

If your email account is associated with a BlackBerry Enterprise Server, your administrator might add IT policy rules to your smartphone that determine the features and settings that are available and whether you can add or update an app. If your administrator has turned off a feature or set an option for you, the option might not appear, the option might appear grayed out, or a lock indicator appears beside the option field.

If your smartphone was previously associated with a BlackBerry Enterprise Server and your administrator hasn't removed IT policy rules from your smartphone, you can use the BlackBerry Desktop Software to remove the IT policy rules. For more information, visit www.blackberry.com/btsc and read KB18998.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related information

Feature availability, 24

I can't make or receive calls

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- If you can't make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.
- If you have traveled to another country and you haven't changed your smart dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you're not receiving calls, verify that call blocking and call forwarding are turned off.
- Your smartphone or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.

- If you have more than one phone number associated with your smartphone, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.
- If you're using your BlackBerry MVS Client phone number, verify that support for the BlackBerry MVS Client is turned on.
- If you're using your BlackBerry MVS Client phone number, verify that your smartphone is registered with the BlackBerry Mobile Voice System. From the home screen, press the key. Press the key. Click **Options**. Click **BlackBerry MVS Client**. Press the key. Click **Register Now**. If the Register Now menu item doesn't appear, or if the registration fails, contact your administrator. If the registration doesn't complete, wait for a short period of time and then try again.
- If you have set call forwarding for the phone number provided by your wireless service provider, calls to your BlackBerry MVS Client phone number are also forwarded. To receive calls to your BlackBerry MVS Client phone number, verify that call forwarding is turned off.

Related information

Fixed dialing and smart dialing, 68
Call waiting, call forwarding, and call blocking, 66
Switch the active phone number,

I can't check my voice mail

Try the following actions:

- If you have more than one phone number associated with your BlackBerry smartphone and you're trying to check your voice mail using a shortcut key, your smartphone calls the voice mail access number for your active phone number. Check the voice mail for your alternate phone number.
- You need a voice mail access number to check your voice mail. To obtain a voice mail access number, contact your wireless service provider or administrator.

Related information

Switch the active phone number,

I can't block calls

- Your wireless service provider might not support the blocked calling feature. For more information, contact your wireless service provider.
- If the BlackBerry MVS Client is installed on your BlackBerry smartphone, you can block calls from unwanted callers. For more information, see the *BlackBerry MVS Client User Guide*.

I can't change the number of times that my smartphone rings

Depending on your wireless service provider, you might not be able to choose the length of time that your BlackBerry smartphone rings before the call is picked up by voice mail. For more information, contact your wireless service provider.

My phone number appears as Unknown in the Phone application

If your BlackBerry smartphone uses a SIM card, try changing the phone number on your SIM card to change how your phone number appears in the Phone application.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
3. Highlight the phone number.
4. Press the key > **Edit SIM Phone Number**.
5. Type your phone number.
6. Click **OK**.

I can't make calls using a voice command

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If you're using a Bluetooth enabled device, such as a hands-free car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry smartphone.
- Verify that your keyboard is unlocked.
- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

Related information

Bluetooth technology, 276
Change the language for voice commands, 83

My headset makes calls instead of my smartphone

If your BlackBerry smartphone is connected to a Bluetooth enabled headset, your smartphone might automatically make calls on the Bluetooth-enabled headset.

Try the following actions:

- Disconnect the Bluetooth-enabled headset from your smartphone.
- During a call, press the  key, click **Activate Handset**.

Voice commands

How to: Voice commands

Perform an action using a voice command

1. On the Home screen or in a folder, click the **Voice Dialing** icon.
2. After the beep, say a voice command.

Related information

I can't make calls using a voice command, 80

Change the options for voice prompts

After you say a voice command, voice prompts might prompt you for further information or clarification, or voice prompts might read out instructions that appear on the screen.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Call Management** > **Voice Dialing**.
   - To turn off voice prompts, change the **Audio Prompts** field to **No Prompts**.
   - To turn on voice prompts, change the **Audio Prompts** field to **Basic Prompts**.
   - To turn on voice prompts and to have the voice prompts read out instructions that appear on the screen, change the **Audio Prompts** field to **Detailed Prompts**.
3. Press the  key > **Save**.

Improve voice recognition

You can improve voice recognition by completing a short series of prompts that ask you to say specific numbers and words.

1. On the home screen or in a folder, click the **Options** icon.

2. Click **Call Management** > **Voice Dialing**.
3. In the **Voice Adaptation** section, click **Start**.
4. Complete the instructions on the screen.

Available voice commands

Voice command	Description
"Call <*contact name or phone number*>"	Say this voice command to make a call. To perform this task with a Bluetooth enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology. You can't make calls to emergency numbers using voice commands.
"Call <*contact name*> <*phone number type*>"	Say this voice command to call a specific phone number for a contact that is in your contact list. For example, if the contact has a work number and a mobile number, you can say "call <*contact name*> work" to call the work number.
"Call extension <*extension number*>"	Say this voice command to dial an extension. To perform this task, you must set options for dialing extensions. You can dial extensions only within your company.
"Check my phone number"	If you have multiple phone numbers associated with your BlackBerry smartphone, say this voice command to check your active phone number.
"Check signal strength"	Say this voice command to check your wireless coverage level.
"Check network"	Say this voice command to check the wireless network that your smartphone is connected to.
"Check battery"	Say this voice command to check the battery power level.
"Repeat"	Say this voice command to have the last voice prompt repeated to you.
"Cancel"	Say this voice command to close the voice dialing application.

Related information

Set options for dialing extensions, 69

Change the language for voice commands

When you change the language for voice commands, you change the language for voice prompts and the language that you use to make a voice command.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
3. Change the **Voice Dialing** field.
4. Press the key > **Save**.

Related information

My smartphone doesn't recognize names or numbers in voice commands, 85

Turn off choice lists for voice commands

If your BlackBerry smartphone identifies more than one possible match to a voice command, your smartphone presents you with a list of possible matches, or a choice list. You can turn off choice lists so that your smartphone always selects the best match and dials the phone number automatically.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Call Management** > **Voice Dialing**.
3. Set the **Choice Lists** field to **Always Off**.
4. Press the key > **Save**.

Troubleshooting: Voice commands

I can't make calls using a voice command

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If you're using a Bluetooth enabled device, such as a hands-free car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the Bluetooth enabled device with your BlackBerry smartphone.
- Verify that your keyboard is unlocked.
- Verify that the language that you use to say voice commands is the same as the voice dialing language that you have set in the language options. Certain languages might not be supported.

Related information

Bluetooth technology, 276
Change the language for voice commands, 83

My smartphone doesn't recognize names or numbers in voice commands

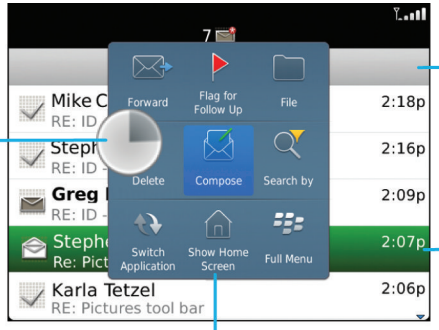
Try the following actions:

- Say the first name and the last name of your contact.
- Improve voice recognition of numbers.

Messages

How to: Messages application

Messages at a glance



Open a pop-up menu
Touch and hold a message to open a pop-up menu of common actions

See navigation options
Tap the Date bar

Open a message
Tap a mesasge or click the trackpad

Use the pop-up menu to delete, compose, or forward messages, and more

Search for messages

You can search for messages on your BlackBerry smartphone. You might also be able to search for messages in the email application on your computer or in another associated email account if your email account uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature.

On the home screen, click the **Messages** icon.

- To search for messages based on the subject, highlight a message. Press the key > **Search by** > **Subject**.
- To search for messages based on the sender, highlight a message. Press the key > **Search by** > **Sender**.

- To perform an advanced search, press the key > **Search by** > **Advanced**. Specify the search criteria. To save the search criteria, press the key > **Save**. Click **Search**.
- To search for messages using the criteria from your last advanced search, press the key > **Search by** > **Advanced**. Press the key > **Last**.

Note: If you search for messages, your smartphone doesn't search attachments.

After you finish: To stop a search, press the key.

Related information

Do more with your message search results, 313
Message search criteria, 312

Hide filed and sent messages from the Messages application

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
   - To hide filed messages, select the **Hide Filed Messages** checkbox.
   - To hide sent messages, select the **Hide Sent Messages** checkbox.
3. Press the key > **Save**.

Show or hide messages from the Messages application

You can prevent messages from specific email accounts from appearing in the Messages application. You can also set a separate icon to appear on the home screen for text messages. Depending on your theme, a separate icon might already appear by default.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Inbox Management**.
   - To hide messages from specific email accounts, in the **Email Accounts** section, clear the checkbox beside one or more email accounts.
   - To show text messages, in the **Other Message Types** section, selct the **Text Messages** checkbox.
3. Press the key > **Save**.

View or hide call logs in the Messages application

You can set your BlackBerry smartphone to show call logs, including missed calls, in the Messages application.

1. From the home screen, press the key.
2. Press the key > **Options** > **Call Logs and Lists**.
   - To show recent and missed calls in the Messages application, select the **All Calls** option.
   - To hide call logs in the Messages application, select the **None** option.
3. Press the key > **Save**.

Hide the new or unread message indicator

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
   - To hide the new message indicator, clear the **Display New Message Indicator** checkbox.
   - To hide the unread message indicator, change the **Display Message Count** field to **None**.
3. Press the key > **Save**.

Change how you group email messages

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Display Style** > **Group by Subject** or **Single Messages**.

Use color to differentiate work messages from other messages

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Message Categorization**.
3. In the **Message Outline Colors** section, do any of the following:

- To set an outline color for email that is sent to your BlackBerry smartphone through a BlackBerry Enterprise Server, change the **Enterprise Messages** field.
- To set an outline color for your other messages, change the **Other Messages** field.

4. Press the key > **Save**.

Note: PIN messages might use the outline color that you have set for your work email. For more information, contact your administrator.

Set how long your smartphone stores messages

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
3. Change the **Days To Keep Messages** field.
4. Press the key > **Save**.

Related information

Some messages no longer appear on my smartphone, 126

Open a new message automatically when you remove your smartphone from your holster

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
3. Change the **Auto Open Newest Message After Removing Device From Holster** field.
4. Press the key > **Save**.

Turn off the delete message or read message prompt

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
   - To turn off the delete message prompt, in the **Actions** section, clear the **Confirm Delete** checkbox.
   - To turn off the read message prompt, in the **Actions** section, clear the **Confirm Mark Prior Read** checkbox.

3. Press the key > **Save**.

Change options for spell check

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Spell Check**.
   - To check spelling before sending your email, select the **Spell Check Email Before Sending** checkbox.
   - To set the size of the word to check, click a number in the **Minimum Sized Word To Check** dialog box.
3. Press the key > **Save**.

Email

Set up an email address

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click the **Email Accounts** icon.
3. Follow the screens to set up your email address. When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the **Messages** icon.

Note: In some cases, you might see the following options. If so, select one of the options.

- **Internet Mail Account**: Use this option to associate your BlackBerry smartphone with one or more existing email accounts (for example, Windows Live Hotmail) or to create a new email address for your smartphone.
- **Enterprise Account**: If your administrator gave you an enterprise activation password, use this option to associate your smartphone with your work email account using the BlackBerry Enterprise Server.

If you are trying to set up a Internet email account (for example, Windows Live Hotmail or Google Mail) or a new email address for your smartphone, and do not see this option, contact your administrator or wireless service provider.

Related information

Reconcile email over the wireless network manually, 90
Change options for your personal email account, 91

Reconcile email over the wireless network manually

If you file or delete email messages and the changes aren't reflected on your BlackBerry smartphone or your computer, you can reconcile your email manually. To complete this task, wireless email reconciliation must be turned on.

1. On the home screen, click the **Messages** icon.
2. Press the key> **Reconcile Now**.

Change options for your personal email account

Before you begin: Depending on your wireless service provider, you might not be able to change some options for your personal email account.

You can change options for each personal email account that you added to your BlackBerry smartphone. You can create email filters, synchronize your contacts, change your signature or display name, and more.

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Account Management**.
3. Click the email account that you want to change options for.

After you finish: For more information about personal email accounts, visit www.blackberry.com/docs/smartphones and click the link under **Email Setup**.

Compose and send an email

1. On the home screen, click the **Messages** icon.
2. Press the key > **Compose Email**.
3. In the **To** field, type an email address or a contact name.
4. Type a message.
5. Press the key > **Send**.

Related information

Search for a contact, 191
Personal distribution lists, 195
I can't send messages, 40
Attach a file to an email, 92

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. Press the key > **Check Spelling**.
2. Do any of the following:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the key.
   - To ignore all instances of the suggested spelling, press the key > **Ignore All**.
   - To add the word to the custom dictionary, press the key > **Add To Dictionary**.

- To stop checking spelling, press the key > **Cancel Spell Check**.

Related information

I can't check spelling, 218

Save a message

Saved messages aren't deleted even if your BlackBerry smartphone is set to delete messages automatically after a certain period of time.

On the home screen, click the **Messages** icon.

- To save an email or PIN message, highlight an email or PIN message. Press the key > **Save**.
- To save a draft email, press the key > **Compose Email** > **Save Draft**.

Related information

View saved messages, 93

Blind carbon copy a contact

You can blind carbon copy a contact in an email or a PIN message.

When you are composing an email or a PIN message, press the key > **Add Bcc**.

Attach a contact card to a message

You can attach a contact card to an email, a PIN message, or a text message.

1. When you are composing a message, press the key > **Attach** > **Contact**.
2. Find and highlight a contact.
3. Press the key > **Continue**.

Related information

I can't attach a file to a text message, 129

Attach a file to an email

Before you begin: To attach a file that is saved on your organization's network, your email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

When you are composing an email, press the key > **Attach** > **File**.

- To attach a file that is saved on your BlackBerry smartphone or media card, find and click the file.
- To attach a file that is saved on your organization's network, press the key > **Go To**. Find and click the file. If necessary, type the credentials that you use to connect to your organization's network.

Set the importance level for an email or a PIN message that you send

If you change the importance level of an email or a PIN message, a high priority indicator ! or low priority indicator ↓ appears beside that message on your BlackBerry smartphone. If the recipient's messaging application supports importance levels for messages, the importance level will also be indicated to the recipient.

1. When you are composing an email or a PIN message, press the key > **Options**.
2. Change the **Importance** field.
3. Press the key > **Save**.

Viewing and replying to email

View saved messages

1. On the Home screen, click the **Messages** icon.
2. Press the key > **View Saved Messages**.

View an address instead of a display name

In a message, press the key > **Show Address**.

After you finish: To view the display name again, press the key > **Show Name**.

Reply to or forward an email or PIN message

In a message, press the key.

- To reply to a message, click **Reply** or **Reply to All**.
- To forward a message, click **Forward** or **Forward As**.

Related information

I can't send messages, 40

Delete the original text from a reply message

When you are replying to a message, press the key > **Delete Original Text**.

Stop a message from sending

You can stop a message from sending only if a clock icon appears beside the message.

1. On the Home screen, click the **Messages** icon.
2. Highlight the message.

3. Press the key > **Delete**.

Resend a message

You cannot change a text message before you resend it.

In a sent message, press the key.

- To change the message, click **Edit**. Change the message. Press the key > **Send**.
- To change the recipients, click **Edit**. Highlight a contact. Press the key > **Change Address**. Click a new contact. Press the key > **Send**.
- To resend the message without changing it, click **Resend**.

Related information

I can't send messages, 40

Change options for HTML email

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Preferences**.
3. In the **HTML Email** section, do any of the following:
   - To view email in plain text format, clear the **Enable HTML Email** checkbox.
   - To download images automatically in HTML email, select the **Download Images Automatically** checkbox.
   - To turn off the prompt that appears before downloading images in HTML email, clear the **Confirm External Image Download** checkbox.
4. Press the key > **Save**.

Organizing your email inbox

Delete a message

On the Home screen, click the **Messages** icon.

- To delete a message, highlight the message. Press the key > **Delete**.
- To delete a saved message, press the key > **View Saved Messages**. Highlight the message. Press the key > **Delete**. If necessary, delete the message from your message inbox as well.
- To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key. Press the key > **Delete Messages**.
- To delete all messages prior to a certain date, highlight a date field. Press the key > **Delete Prior** > **Delete**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Mark a message as read or unread

On the Home screen, click the **Messages** icon.

- To mark a message as read or unread, highlight the message. Press the key > **Mark Read** or **Mark Unread**.
- To mark all messages that are prior to a specific date as read, highlight a date field. Press the key > **Mark Prior Read**.

Add, change, or remove a flag

If you make changes to a flag in an email that you sent, the changes are reflected only on your BlackBerry smartphone and are not sent to the recipient. Depending on the message service you're using, you might not be able to do this task.

When you are composing or viewing an email, press the key.

- To add a flag, click **Flag for Follow Up**. Set the flag properties. Press the key > **Save**.
- To change a flag, click **Flag Properties**. Change the flag properties. Press the key > **Save**.
- To remove a flag, click **Clear Flag**.

Filter email by sender or subject

1. On the home screen, click the **Messages** icon.
2. Highlight an email.
3. Press the key > **Filter by** > **Sender** or **Subject**.
4. Type a name for the email filter.
5. Set the email filter options.
6. Press the key > **Save**.

Add, move, rename, or delete an email folder

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the key > **View Folder**.
3. Highlight a folder.
4. Press the key.
    - To add a folder, click **Add Folder**.

- To move a folder, click **Move Folder**. Click the new location.
- To rename a folder, click **Rename Folder**.
- To delete a folder, click **Delete Folder**.

File an email

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Highlight an email.
3. Press the key > **File**.
4. Highlight a folder.
5. Press the key > **File**.

View filed messages

1. On the Home screen, click the **Messages** icon.
2. Press the key > **View Folder**.
3. Click a folder.

Email filters

About email filters

You can create email filters to specify which email is forwarded to your BlackBerry smartphone and which remains in the email application on your computer.

Email filters are applied to email based on the order in which they appear in your list of email filters. If you create multiple email filters that could apply to the same email, you must decide which one should be applied first by placing that filter higher in the list.

Create an email filter

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

For information about completing this task for a personal email account that you have on your BlackBerry smartphone (such as Google Mail™ or Windows Live™ Hotmail®), visit www.blackberry.com/docs/smartphones and click the link under **Email Setup**.

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Filters**.
3. Press the key > **New**.

4. Type a name for the email filter.
5. Set the email filter options.
6. Press the key > **Save**.

Options for email filters

Option	Description
From	Specify one or more contacts or email addresses that the email filter should search for in the From field of your email. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.
Sent to	Specify one or more contacts or email addresses that the email filter should search for in the Sent To field of your email. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.
Subject	Specify the text that the email filter should search for in the Subject field of your email.
Message	Specify the text that the email filter should search for in the body of your email.
Sent directly to me	Set whether the email filter applies to email that includes your email address in the To field.
Cc to me	Set whether the email filter applies to email that includes your email address in the Cc field.
Bcc to me	Set whether the email filter applies to email that includes your email address in the Bcc field.
Importance	Set the importance level of email that the email filter applies to.

Option	Description
Sensitivity	Set the sensitivity level of email that the email filter applies to.
Action	Set whether email that the email filter applies to is forwarded to your BlackBerry smartphone. If email is forwarded, specify whether it is forwarded with high importance or with the email header only.

Filter email by sender or subject

1. On the home screen, click the **Messages** icon.
2. Highlight an email.
3. Press the key > **Filter by** > **Sender** or **Subject**.
4. Type a name for the email filter.
5. Set the email filter options.
6. Press the key > **Save**.

Turn on an email filter

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Filters**.
3. Select the check box beside an email filter.
4. Press the key > **Save**.

Change, prioritize, or delete an email filter

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Filters**.
3. Highlight an email filter.
4. Press the key.
   - To change an email filter, click **Edit**. Change the options for the email filter. Press the key > **Save**.
   - To prioritize an email filter, click **Move**. Click the new location.
   - To delete an email filter, click **Delete**.

Synchronizing email

About synchronization and reconciliation

The wireless data synchronization and wireless email reconciliation features are designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) and reconcile email between your BlackBerry smartphone and the email application on your computer over the wireless network.

In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry Desktop Software to synchronize your organizer data. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Reconcile email over the wireless network manually

If you file or delete email messages and the changes aren't reflected on your BlackBerry smartphone or your computer, you can reconcile your email manually. To complete this task, wireless email reconciliation must be turned on.

1. On the home screen, click the **Messages** icon.
2. Press the key> **Reconcile Now**.

Turn on or turn off wireless email reconciliation

You can turn on or turn off wireless email reconciliation for each email address associated with your BlackBerry smartphone.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select or clear the **Wireless Reconcile** checkbox.

Empty the deleted items folder on your computer from your smartphone

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.

2. Press the key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the key > **Purge Deleted Items**.

Delete email on your smartphone and in your email application on your computer

You can set the Delete On option for each email address that is associated with your BlackBerry smartphone.

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Change the **Delete On** field to **Mailbox & Handheld**.
5. Press the key > **Save**.

It takes a short period of time for email to be deleted over the wireless network.

Related information

Delete a message, 94

Stop forwarding email to your smartphone

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Send Email to Handheld** checkbox.
5. Press the key > **Save**.

After you finish: To forward email to your BlackBerry smartphone again, select the **Send Email to Handheld** checkbox.

Stop storing email sent from your computer on your smartphone

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the key > **Folder Redirection**.

5. Clear the checkbox beside the **Sent Items** folder.
6. Press the key > **Save**.

Stop storing email sent from your smartphone on your computer

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Save Copy In Sent Folder** checkbox.
5. Press the key > **Save**.

Google Mail

About Google Mail on your smartphone

Depending on your wireless service plan or administrator, you can add a Google Mail account (also known as a Gmail account) to your BlackBerry smartphone. Similar to the Google Mail web application that you can use on your computer, related messages are grouped into a single conversation. To help organize your message inbox, you can create and apply your own custom labels, report spam, archive messages, and add stars to important email messages.

For more information about Google Mail, visit www.googlemail.com.

Add or remove a Google Mail star

You can mark an important Google Mail message or conversation with a star.

1. On the home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the key.
   - To add a star, click **Add Star**.
   - To remove a star, click **Remove Star**.

Apply or remove a Google Mail label

You can apply a label or multiple labels to a Google Mail message or conversation to help organize your message inbox. If you apply a label to an individual message in a conversation, the label is applied to all of the messages in the conversation.

1. On the home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.

3. Press the key > **Labels**.
   - To apply a label, select the checkbox beside the label.
   - To remove a label, clear the checkbox beside the label.
4. Press the key > **Save**.

View Google Mail messages with a specific label

1. On the Home screen, click the **Messages** icon.
2. Press the key > **View Folder**.
3. Click a label.

Create or delete a Google Mail label

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Labels**.
   - To create a new label, click **New Label**. Type a label name. Click **Save**.
   - To delete a label, highlight a label. Press the key > **Delete**.

Preview more of grouped email messages

Before you begin:

To display more lines of each email in a group, you must have set your BlackBerry smartphone to group email messages by subject.

1. On the Home screen, click the **Messages** icon.
2. Click **Options** > **Message Display and Actions**.
3. Change the **Preview Length** field.
4. Press the key > **Save**.

Archive a Google Mail message or conversation

If you archive a Google Mail message that is part of a conversation, the Archive label is applied to all of the messages in the conversation.

1. On the Home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the key > **Archive** > **Yes**.

Note: Depending on how you've set your BlackBerry smartphone to store messages, archived messages might be automatically deleted from your smartphone after a certain period of time.

Move archived Google Mail messages to your message inbox

1. On the home screen, click the **Messages** icon.
2. Press the key > **View Folder** > **Archive**.
3. Highlight a Google Mail message or conversation.
4. Press the key > **Move to Inbox**.

Report spam sent to your Google Mail account

When you report a Google Mail message as spam, it's deleted from your BlackBerry smartphone. If you report a message that is part of a conversation, all of the messages in the conversation are also reported as spam.

1. On the home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the key > **Report Spam**.
4. If necessary, click **Yes**.

Text messages

About text messages

To send and receive text messages, your wireless service provider must set up your wireless service plan for text messaging. Depending on your wireless service provider, this feature might not be supported.

Depending on the typing input language that you use to type your text messages, your messages might display to your recipients differently than you expect.

Depending on your wireless service provider, you might also be able to send and receive the following media files in text messages: .jpg, .gif, .wbmp, .midi, .vcf (vCard), .ics (iCalendar), .avi, .mpg, or .mov.

If you have more than one phone number associated with your BlackBerry smartphone, your smartphone sends text messages using the first phone number that appears in the My Number field in the Phone application.

Compose and send a text message

The number of recipients that you can send a text message to depends on your wireless service provider.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Compose Text Message**.
3. In the **To** field, do one of the following:
   - Type a contact name.
   - Press the key > **Choose Contact**. Click a contact.

- Type a phone number that can receive text messages (including the country code and area code). For languages with non-Latin characters, press the **Alt** key to type numbers.Press the ↵ key.
- Type a phone number that can receive text messages (including the country code and area code). For languages with non-Latin characters, press the alt key to type numbers.Press the ↵ key.
- If your BlackBerry smartphone is connected to a CDMA network, you can type an email address.

4. Type a message.
5. Press the ↵ key.

Related information

Personal distribution lists, 195
I can't send messages, 40
Attach a media file, contact card, appointment, or location to a text message, 104

Attach a media file, contact card, appointment, or location to a text message

Before you begin: To attach a video, the video must be recorded in MMS mode.

1. When you're composing a text message, press the BB key > **Attach**.
2. Click an attachment type.
3. Click a file.

Related information

I can't attach a file to a text message, 129

Attach a contact card to a message

You can attach a contact card to an email, a PIN message, or a text message.

1. When you are composing a message, press the BB key > **Attach** > **Contact**.
2. Find and highlight a contact.
3. Press the BB key > **Continue**.

Related information

I can't attach a file to a text message, 129

Reply to or forward a text message

Before you begin: You can't forward text messages that contain content that is copyright protected.

1. On the Home screen, click the **Text Messages** icon.
2. Highlight a message.
   - To reply to a message, press the BB key > **Reply.**

- To forward a message, press the key > **Forward.**

Add an appointment to your calendar from a text message

1. In a text message, highlight an iCalendar attachment.
2. Press the key > **View Appointment**.
3. Press the key > **Add To Calendar**.

Delete the history from a text message

Do one of the following:

- To delete an individual message from the history, highlight the message. Press the key > **Delete Message**.
- To delete all the messages from the history and keep the chat open, when you are replying to a message, press the key > **Clear Conversation**.
- To delete all the messages from the history and close the chat, in your list of text messages, highlight a message. Press the key > **Delete**.

Cell broadcasting

About cell broadcasting

Cell broadcasting is designed to enable wireless service providers to use SMS text messaging to send information to all BlackBerry smartphones in a specific geographical area simultaneously. You can receive cell broadcast messages that contain a specific type of information by subscribing to a cell broadcast channel that provides that type of information. Different cell broadcast channels send different cell broadcast messages. For example, one cell broadcast channel might send regular weather forecasts while another might send traffic reports.

Turn on cell broadcasting

Before you begin: To perform this task, your BlackBerry smartphone must use a SIM card, and your wireless service provider must set up your SIM card with a cell broadcast channel or provide you with the ID for a cell broadcast channel.

Depending on your wireless service provider and the wireless network that your smartphone is connected to, this feature might not be supported.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcasting**.
3. Select the **Enable Cell Broadcasting** checkbox.
   - If one or more cell broadcast channels appear on the screen, select the checkbox beside the channel.
   - If no cell broadcast channels appear on the screen, highlight the **Empty** field. Press the key > **Add Channel**. Type the channel ID and a nickname. Click **OK**.

4. Select the checkbox beside a language.
5. Press the key > **Save**.

After you finish: To turn off cell broadcasting, clear the **Enable Cell Broadcasting** checkbox. Before you turn off cell broadcasting, verify that your wireless service provider does not use cell broadcasting to manage services, such as preferred rates, based on your location.

Related information

I can't turn on cell broadcasting, 129

Stop receiving messages from a cell broadcast channel

Before you begin: Verify that your wireless service provider does not use the cell broadcast channel to manage services, such as preferred rates, based on your location.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcasting**.
3. In the **Channels** section, highlight a cell broadcast channel.
4. Press the key.
   - To stop receiving messages from the cell broadcast channel, click **Disable**.
   - To delete the cell broadcast channel, click **Delete Channel**.

Rename a cell broadcast channel

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcasting**.
3. In the **Channels** section, highlight a cell broadcast channel.
4. Press the key > **Set Nickname**.
5. Type a name for the cell broadcast channel.
6. Click **OK**.
7. Press the key > **Save**.

Emergency alert messages

About emergency alert messages

If your wireless service provider participates in Personal Localized Alerting Network (PLAN), you might receive emergency alert messages in your message inbox or your emergency alert message inbox on your BlackBerry smartphone. PLAN is a new public safety system that allows customers who own an enabled mobile device to receive geographically-targeted, text-like messages alerting them of imminent threats to safety in their area.

Depending on your wireless service provider, emergency alert messages don't contribute to data usage in your wireless service plan. Depending on your smartphone model and wireless network, this feature might not be supported. For more information, contact your wireless service provider or administrator.

Unsubscribe from emergency alert messages

You can't unsubscribe from presidential alert messages.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Emergency Alert Messages**.
   - To unsubscribe from extreme threat alert messages, clear the **Extreme Threat Alert Messages** checkbox.
   - To unsubscribe from severe threat alert messages, clear the **Severe Threat Alert Messages** checkbox.
   - To unsubscribe from amber alert messages, clear the **Amber Alert Messages** checkbox.

Delete a message

On the Home screen, click the **Messages** icon.

- To delete a message, highlight the message. Press the key > **Delete**.
- To delete a saved message, press the key > **View Saved Messages**. Highlight the message. Press the key > **Delete**. If necessary, delete the message from your message inbox as well.
- To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key. Press the key > **Delete Messages**.
- To delete all messages prior to a certain date, highlight a date field. Press the key > **Delete Prior** > **Delete**.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Mark a message as read or unread

On the Home screen, click the **Messages** icon.

- To mark a message as read or unread, highlight the message. Press the key > **Mark Read** or **Mark Unread**.
- To mark all messages that are prior to a specific date as read, highlight a date field. Press the key > **Mark Prior Read**.

PIN messages

About PIN messages

A PIN uniquely identifies BlackBerry smartphones on the wireless network. If you have a contact who uses a BlackBerry smartphone and you know that contact's PIN, you can send them PIN messages. PIN messages are not routed through your email account.

When your PIN message is delivered to the recipient, in a message inbox, a D appears with a check mark beside the PIN message.

Find your PIN

Do one of the following:

- On the home screen or in a folder, click the **Options** icon. Click **Device** > **Device and Status Information**.
- If supported by your input language, in a message or memo, type **mypin** followed by a space.

Compose and send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Compose Other** > **Compose PIN**.
3. In the **To** field, do one of the following:
   - Type a PIN. Press the key on the keyboard.
   - If you have a PIN saved for a contact that is in your contact list, type the contact name. Press the key on the keyboard.
4. Type a message.
5. Press the key > **Send**.

Related information

Personal distribution lists, 195
I can't send messages, 40

Create a link for a PIN

You can create a link for a PIN in a message, calendar entry, task, or memo. If you click the link, you can send a PIN message.

When you are typing text, type **pin:** and the PIN.

Reply to or forward an email or PIN message

In a message, press the key.

- To reply to a message, click **Reply** or **Reply to All**.
- To forward a message, click **Forward** or **Forward As**.

Related information

I can't send messages, 40

Set the importance level for an email or a PIN message that you send

If you change the importance level of an email or a PIN message, a high priority indicator ! or low priority indicator ↓ appears beside that message on your BlackBerry smartphone. If the recipient's messaging application supports importance levels for messages, the importance level will also be indicated to the recipient.

1. When you are composing an email or a PIN message, press the key > **Options**.
2. Change the **Importance** field.
3. Press the key > **Save**.

Change the display color of PIN messages

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Message Display and Actions**.
3. To change the display color of PIN messages in your inbox, clear the **Display PIN Messages in Red** checkbox.
4. Press the key > **Save**.

Attachments

How to: Attachments

About files and attachments

You can view and download attachments and store them on your BlackBerry smartphone or a media card. If your email account uses a BlackBerry Enterprise Server that supports accessing files on your organization's network, you can preview files from your organization's network and save the files to your smartphone or attach them directly to email messages without downloading them. You can use the Files application to view a list of all the files that are saved on your smartphone. You can also rename, move, and delete files on your organization's network from your smartphone.

To change attachments or files that you download, you can use third-party editing applications, such as , that are designed for use on BlackBerry smartphones.

Related information

Search for a file that is saved on your smartphone, 132
Search for a file that is saved on your organization's network, 132

Open a file or an attachment

Before you begin: To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, meeting invitation, or calendar entry, press the key.
2. If necessary, click **Retrieve Attachment Information**.
3. Click **Open Attachment**.
4. If necessary, on the **Attachments** screen, click an attachment.
5. If necessary, in the dialog box, select an option.

Related information

I can't turn on cell broadcasting, 129

Save a file or an attachment

Before you begin: To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, in a calendar entry, or on a webpage, do one of the following:
   - If there is only one attachment in a message or calendar entry, press the key.
   - If there are multiple attachments in a message or calendar entry, highlight an attachment. Press the key.
   - If you are downloading a file from a webpage, press the key.
2. Click **Download Attachment** or **Download File**.
3. Click the folder that you want to save the file or attachment in.
4. Click **Save**.

After you finish:

To stop downloading an attachment, in a message, highlight an attachment that you are downloading. Press the key > **Cancel Download**.

Send a file

Before you begin: To send a video, the video must be recorded in MMS mode.

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the key > **Send**.
4. Click a message type.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.

Related information

I can't attach a file to a text message, 129

Open a link in a file or an attachment

Some files might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.

1. In a file, highlight a link.
2. Press the key > **Open Link** or **Retrieve**.

After you finish: To return to the file, press the key.

Set font options for a file or an attachment

1. In a file or an attachment, press the key > **Options**.
2. Change the font fields.
3. Press the key > **Save**.

View properties for a file

You can view the size, author, publication date, and other properties of a file.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the key > **Properties**.

Related information

Hide a file or folder, 134
View a hidden file or folder, 135

Contact cards

About contact cards

A contact card (sometimes called avCard or .vcf file) contains information for a specific contact. You can send contact cards as attachments to email messages, PIN messages, text messages, or BlackBerry Messenger messages.

Attach a contact card to a message

You can attach a contact card to an email, a PIN message, or a text message.

1. When you are composing a message, press the key > **Attach** > **Contact**.
2. Find and highlight a contact.
3. Press the key > **Continue**.

Related information

I can't attach a file to a text message, 129

Save a contact card from a message

If you receive a contact card in a message, you can save it so that the contact information is added to your contact list.

1. In a message, highlight a contact card.
2. Press the key > **View Attachment**.
3. Press the key.
4. Click one of the following items:
   - **Add to Contacts**
   - **Update Contact**

Troubleshooting: Attachments

A skipped content bar appears in a document

More content is available for you to download to your BlackBerry smartphone.

1. To download the content, click the skipped content bar.
2. Click **More**.

A question mark appears on a slide

A question mark appears on a slide if your BlackBerry smartphone has not downloaded the slide.

1. To download the slide, highlight the slide.
2. Press the key > **Retrieve**.

Security options for messages

Block incoming messages

If your work email account is associated with a BlackBerry Enterprise Server, you might not be able to block or unblock PIN messages from contacts within your organization, from contacts outside of your organization, or both.

When you block messages, you can set your smartphone to allow messages from specific contacts.

1. Do one of the following:
   - To block all incoming email, PIN, or text messages, on the home screen or in a folder, click the **Options** icon. Click **Security** > **Firewall**. Select the checkbox beside one or more message types.
   - To block only text messages with attachments that are from an advertiser or unknown sender, on the home screen, click the **Text Messages** icon.Press the key > **Options**. In the **MMS** section, in the **Message Filtering** section, select the **Reject Anonymous Messages** checkbox or the **Reject Advertisements** checkbox.
2. Press the key > **Save**.

Note: Even though you don't receive blocked messages on your BlackBerry smartphone, blocked messages might contribute to data usage in your wireless service plan. You can stop email messages from being forwarded to your smartphone without contributing to data usage by turning off email message forwarding or by using email message filters.

Related information

Create an email filter, 96

Allow messages from contacts in your contact list or allowed sender list

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. In the **General** section, if the **Enable** checkbox isn't selected, select it.
4. In the **Block Incoming Messages** section, select one or more message types.
5. Select the **Contacts** checkbox or **Specific Addresses, Phone Numbers, or PINs** checkbox.
6. Press the key > **Save**.

Add a contact to your allowed sender list

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. In the **General** section, if the **Enable** checkbox isn't selected, select it.
4. In the **Block Incoming Messages** section, select one or more message types.
5. In the **Exceptions** section, select the **Specific Addresses, Phone Numbers, or PINs** checkbox.
6. Click **Add**.
7. Press the key.
8. Click one of the following menu items:
   - **Add Email Address**
   - **Add Phone Number**
   - **Add PIN**
9. In the **Enter new exception** dialog box, type the contact information.
10. Press the key on the keyboard.
11. Press the key > **Close**.
12. Press the key > **Save**.

Reset a blocked message counter

If you block messages, the blocked message counter tracks how many messages your BlackBerry smartphone has blocked. You can set the blocked message counter back to zero.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. Highlight a message type.
4. Press the > **Reset Count** or **Reset All Counts**.

S/MIME and PGP protected messages

S/MIME and PGP protected message basics

About signing and encrypting messages

If your email account uses a BlackBerry Enterprise Server that supports this feature, you can digitally sign or encrypt messages to add another level of security to email and PIN messages that you send from your BlackBerry smartphone. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message hasn't been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your smartphone uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your smartphone uses the email address in your contact list to locate a PGP key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email and PIN messages.

1. When you are composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

Related information

Some signing and encryption options aren't available on my smartphone, 122

Encrypt an S/MIME or a PGP protected message with a passphrase

By default, your BlackBerry smartphone uses your certificate or PGP key to encrypt messages.

1. When composing a message, change the **Encoding** field to an option that uses encryption.
2. Press the key > **Options**.
3. In the **Encryption** section, select the **Use Password-Based Encryption** checkbox or **Use Conventional Encryption** checkbox.
4. Press the key > **Save**.

After you finish: Using a secure method, let the recipient know what the passphrase is.

Attach a certificate or PGP key to a message

You can attach a certificate or PGP key to email and PIN messages.

1. When composing a message, press the key > **Attach** > **Certificates** or **PGP Keys**.
2. Highlight a certificate or PGP key.
3. Press the key > **Continue**.

Download the certificate or PGP key used to sign or encrypt a message

If a certificate or PGP key isn't included in a received message or isn't already stored in the key store on your BlackBerry smartphone, you can download the certificate or PGP key.

If you are enrolled with the PGP Universal Server, your smartphone might download the sender's PGP key from the PGP Universal Server automatically. You can't download the sender's PGP key manually.

1. In a message, highlight the encryption indicator or a digital signature indicator.
2. Press the key > **Fetch Sender's Certificate** or **Fetch Sender's PGP Key**.

3. Specify the search criteria.
4. Press the key > **Search**.
5. Click a certificate or PGP key.
6. Click **Add To Key Store**.

Add a certificate or PGP key from a message

If you are enrolled with the PGP Universal Server, you can't add PGP keys from messages.

1. In a message, highlight a digital signature indicator.
2. Press the key.
   - To import the certificate or PGP key, click **Import Certificate** or **Import PGP Key**.
   - To import and trust the certificate or PGP key, click **Trust Certificate** or **Trust PGP Key**.

Add a certificate or PGP key from an attachment

If you are enrolled with the PGP Universal Server, you can't add PGP keys from attachments.

1. In a message, click the certificate or PGP key attachment at the end of the message.
2. Click **Retrieve Certificate** or **Retrieve PGP Key**.
3. Click the certificate or PGP key.
   - To import the certificate or PGPkey, click **Import Certificate** or **Import PGP Key**.
   - To import and trust the certificate or PGP key, click **Trust Certificate** or **Trust PGP Key**

Related information

I can't open an attachment in an encrypted message, 122

Attachment indicators in S/MIME and PGP protected messages

Indicator	Description
	The message includes a certificate attachment.
	The message includes multiple certificate attachments.
	The message includes a PGP key attachment.
	The message includes multiple PGP key attachments.
	The message includes a certificate server attachment.

Add connection information for a certificate server from a message

If you are enrolled with the PGP Universal Server, you can't add connection information for a certificate server from a message.

1. In a message, highlight the  indicator at the end of the message.
2. Press the key > **Import Server**.

View the certificate used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the key > **View Sender's Certificate** or **View Encryption Certificate**.

View the PGP key used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the key > **View Sender's PGP Key** or **View Encryption PGP Key**.

View encryption information for a weakly encrypted message

1. In a weakly encrypted message, highlight the encryption status indicator.
2. Press the key > **Encryption Details**.

S/MIME and PGP protected message status

Digital signature indicators for S/MIME or PGP protected messages

Indicator	Description
	Your BlackBerry smartphone verified the digital signature.
	The BlackBerry Enterprise Server that is associated with your smartphone verified the digital signature.
	Your smartphone requires more data to verify the digital signature.
	Your smartphone can't verify the digital signature.
	Your smartphone trusts the sender’s certificate or PGP key.
	Your smartphone trusts the sender’s certificate chain.

Indicator	Description
	The sender’s email address doesn't match the email address of the certificate subject or the PGP key, or the sender’s certificate or key is revoked, isn't trusted, can't be verified, or isn't on your smartphone.
	The certificate or PGP key is weak, the certificate or key status isn't current, or your smartphone requires more data to verify the trust status of the certificate or key.
	The sender’s certificate, certificate chain, or PGP key is expired.

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

Indicator	Description
	The message is strongly encrypted.
	The message is weakly encrypted.

Check the status of a certificate or certificate chain

If a certificate is included in a received message, or is already stored in the key store on your BlackBerry device, you can check the status of the sender's certificate, or you can check the status of the sender's certificate and all other certificates in the certificate chain.

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Check Sender’s Certificate** or **Check Sender’s Cert Chain**.

S/MIME and PGP protected message options

Change your signing and encryption certificate or key

Your BlackBerry smartphone uses your certificate or PGP key to encrypt messages in the Sent Items folder and includes your encryption certificate or PGP public key in messages that you send so that recipients can encrypt their reply messages.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. Change the **Certificate** fields or the **Default Key** field.
4. Press the  key > **Save**.

Related information

Some signing and encryption options aren't available on my smartphone, 122

Change options for downloading attachments in encrypted messages

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. Do one of the following:
   - To download attachments in encrypted messages automatically, change the **Encrypted Attachment Support** field to **Automatic**.
   - To download attachments in encrypted messages manually, change the **Encrypted Attachment Support** field to **Manual**.
   - To prevent your BlackBerry smartphone from downloading attachments in encrypted messages, change the **Encrypted Attachment Support** field to **None**.
4. Press the key > **Save**.

Change the default signing and encryption option

Your BlackBerry smartphone is designed to use the default signing and encryption option when you send a message to a contact that you haven't previously sent a message to or received a message from. Otherwise, your smartphone uses the message history to suggest a signing and encryption option.

You can set your smartphone to try to use the default signing and encryption option for your outgoing messages instead. However, if message classifications are turned on, the default signing and encryption option might not be able to be used depending on the security requirements of a message's classification. For example, if your default signing and encryption option is set to Sign and you compose a reply to a message that is classified as confidential, the signing and encryption option is set to Sign and Encrypt instead of the default signing and encryption option.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Default Encoding** field.
   - To try to use the default signing and encryption option for outgoing messages, set the **Outgoing Message Encoding Suggestion** field to **Use Default Encoding**.
   - To use the signing and encryption option based on the message history, set the **Outgoing Message Encoding Suggestion** field to **Use Message History**.
4. Press the key > **Save**.

Related information

Some signing and encryption options aren't available on my smartphone, 122

About message classifications

If your BlackBerry smartphone is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the Sent Items folder.

Change the default message classification

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry smartphone is designed to use the default message classification when you send a message to a contact that you haven't sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your smartphone tries to use the message classification that was used for the last message.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Default Classification** field.
4. Press the key > **Save**.

Change the size of S/MIME or PGP indicators in messages

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. In the **General** section, change the **Message Viewer Icons** field.
4. Press the key > **Save**.

Change the encryption algorithms for S/MIME or PGP protected messages

If a message has multiple recipients, your BlackBerry smartphone uses the first encryption algorithm that's selected in the list and that all recipients are known to support.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. In the **Allowed Content Ciphers** section, select the checkbox beside one or more allowed content ciphers.
4. Press the key > **Save**.

Change when the prompt to enter your key store password in a signed or encrypted message appears

You might be prompted to enter your key store password each time a personal certificate or PGP key in your key store is used, such as when you send a signed message or your BlackBerry smartphone decrypts a received message. You can turn off this prompt or set the prompt to appear less often.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a personal certificate or PGP key.
4. Press the key > **Change Security Level**.
   - To turn off the prompt to enter your key store password, set the security level to **Low**.
   - To display the prompt only when the password isn't cached or the refresh rate for key store items is expired, set the security level to **Medium**.
   - To always display the prompt, set the security level to **High**.
5. Click **OK**.

Turn off the prompt that appears before an S/MIME or a PGP protected message is cut short

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. In the **General** section, change the **Truncation Mode** field to **Send Anyway** or **More All And Send**.
4. Press the key > **Save**.

After you finish: To turn on the prompt again, change the **Truncation Mode** field to **Prompt User**.

Turn off the prompt that appears when you use a certificate or PGP key that is not recommended for use

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. In the **General** section, clear the **Warn About Problems With My Certificates** checkbox or **Warn About Problems With My PGP Keys** checkbox.
4. Press the key > **Save**.

Request delivery notification for signed S/MIME-protected messages

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
3. Select the **Request S/MIME Receipts** check box.

4. Press the key > **Save**.

Troubleshooting: S/MIME and PGP protected messages

Some signing and encryption options aren't available on my smartphone

Try the following actions:

- Verify that the email account that you're using supports all signing and encryption options.
- If you use message classifications, verify that the message classification supports the signing or encryption options that you want. Try using a different message classification.

I can't open an attachment in an encrypted message

You might not be able to open an attachment in an encrypted message for the following reasons:

- Your administrator might have set options to prevent you from opening attachments in encrypted messages.
- The message might have been encrypted with an algorithm that isn't supported. To view which algorithms your BlackBerry smartphone supports, click the **Options** icon. Click **Security** > **S/MIME** or **PGP**. In the **Encryption** section, view which content ciphers are selected.
- Attachments in the .pgp file format aren't supported.
- If you are using the PGP Support Package for BlackBerry smartphones, you can't open an attachment in a PGP protected message that was encrypted using the OpenPGP format by an IBM Lotus Notes client working with PGP Desktop Professional or that was encrypted by the PGP Universal Server.

IBM Lotus Notes native encrypted messages

About IBM Lotus Notes native encrypted messages

If your email account uses a BlackBerry Enterprise Server that supports this feature, you can send and receive messages on your BlackBerry smartphone using IBM Lotus Notes native encryption. When you send or receive IBM Lotus Notes native encrypted messages, you might be prompted to type your IBM Lotus Notes ID password.

Before you can send or receive IBM Lotus Notes native encrypted messages, you or your administrator might need to import your IBM Lotus Notes ID file using Lotus iNotes (previously known as IBM Lotus Domino Web Access). Your computer must be running IBM Lotus Notes 7.0 or later with an email account on an IBM Lotus Domino server 7.0 or later.

Encrypt a message using IBM Lotus Notes native encryption

1. When composing, forwarding or replying to a message, change the **Encoding** field to **Lotus Notes Encryption**.
2. If you are prompted, type your IBM Lotus Notes ID password.

Tips: Messages application

Shortcuts: Messages

Depending on the typing input language that you are using, some shortcuts might not be available.

In a message

Reply to a message	Press **R**
Reply to all in an email or a PIN message	Press **L**
Forward a message	Press **F**
File an email message	Press **I**
View or hide the email address of a contact	Highlight the contact in the **To** or **From** field. Press **Q**.
Move to the next message	Press **N**
Move to the previous message	Press **P**

In your message inbox

Open a message	Press the key.
Compose a message from a message inbox	Press **C**
Mark a message as read or unread	Press the **Alt** key and **U**.
Add a flag to a message	Press **W**
View all flagged messages	Press the **Alt** key and **F**.
View received messages and received call logs	Press the **Alt** key and **I**.
View draft and sent messages	Press the **Alt** key and **O**.
View voice mail messages	Press the **Alt** key and **V**.
View text messages	Press the **Alt** key and **S**.

View call logs	Press the **Alt** key and **P**.
View all your messages	Press the key.

Move around your message inbox

Move up a screen	Press the **Shift** key and the **Space** key.
Move down a screen	Press the **Space** key.
Move to the top of a message inbox	Press **T**
Move to the bottom of a message inbox	Press **B**
Move to the next unread item	Press **U**
Move to the next related message	Press **J**
Move to the previous related message	Press **K**

Troubleshooting: Messages application

I can't send messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If the menu item for sending a message doesn't appear, verify that you have added an email address, a PIN, or a phone number for your contact.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry Internet Service. If you haven't received an activation message (the message might take a short period of time to arrive), in the Setup application, open the email setup screen to send a service book to your smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the home screen or in a folder, click the **Options** icon. Click **Device** > **Advanced System Settings** > **Host Routing Table**. Press the key > **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

Related information

Generate an encryption key, 324
Change or delete a contact, 190
Turn on or turn off data service or set roaming options, 256
Options for email filters, 97
Resend a message, 94
Wireless coverage indicators, 259
Turn on, turn off, or check the status of a network connection, 255
Resend a message, 94

I'm not receiving messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Reset your smartphone. Connect to the network and try again.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry Internet Service. If you haven't received an activation message (the message might take a short period of time to arrive), in the Setup application, open the email setup screen to send a service book to your smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the home screen or in a folder, click the **Options** icon. Click **Device** > **Advanced System Settings** > **Host Routing Table**. Press the key > **Register Now**.
- Verify that data service is turned on.
- If you use email filters, verify that the options for email filters are set correctly.
- Verify that email forwarding is turned on and that you have selected all the email folders, including your inbox folder, that you want to receive email from.
- Verify that your smartphone is not blocking messages. For more information, contact your administrator.

Related information

Change, prioritize, or delete an email filter, 98
Forward email from a specific email folder to your smartphone,

Some messages no longer appear on my smartphone

If the application storage on your BlackBerry smartphone is full or you have more than 65,000 email messages, PIN messages, and text messages, your smartphone deletes the oldest messages from the message list. Your smartphone doesn't delete saved messages.

If wireless email reconciliation is turned on and, in the message options, the **Delete On** field is set to **Mailbox & Handheld**, email that you delete in the email application on your computer is also deleted from your smartphone.

The number of new or unread messages is different than I expect

The number of new or unread messages includes saved messages and filed messages.

If you have set your BlackBerry smartphone to hide filed messages and you receive a new message in an email folder other than your inbox in the email application on your computer, your smartphone files the message.

Related information

View filed messages, 96
Show or hide messages from the Messages application, 87
Hide filed email from the message inbox,

I can't use a shortcut to view one type of message in a message inbox

If you switch BlackBerry smartphones and you restore smartphone data from your previous smartphone to your current smartphone, the message inbox shortcuts for your previous smartphone replace the message inbox shortcuts for your current smartphone.

To view the shortcuts for viewing one type of message in a message inbox, view your list of saved searches.

Some features aren't available on my smartphone

The availability of certain features on your BlackBerry smartphone might be affected by items such as your smartphone model and wireless service plan.

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

If your email account is associated with a BlackBerry Enterprise Server, your administrator might add IT policy rules to your smartphone that determine the features and settings that are available and whether you can add or update an app. If your administrator has turned off a feature or set an option for you, the option might not appear, the option might appear grayed out, or a lock indicator appears beside the option field.

If your smartphone was previously associated with a BlackBerry Enterprise Server and your administrator hasn't removed IT policy rules from your smartphone, you can use the BlackBerry Desktop Software to remove the IT policy rules. For more information, visit www.blackberry.com/btsc and read KB18998.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related information

Feature availability, 24

A message, attachment, or Google Mail conversation is cut short or doesn't appear

Try the following actions:

- Wait for a short period of time. Your BlackBerry smartphone receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the key > **More** or **More All**.
- If part of a Google Mail conversation doesn't appear, press the key > **More of Conversation**.
- If you're downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

Related information

Receive only the first section of long email messages,

Troubleshooting: Email

Email messages aren't reconciling over the wireless network

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually.

A message, attachment, or Google Mail conversation is cut short or doesn't appear

Try the following actions:

- Wait for a short period of time. Your BlackBerry smartphone receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the key > **More** or **More All**.
- If part of a Google Mail conversation doesn't appear, press the key > **More of Conversation**.
- If you're downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

Related information

Receive only the first section of long email messages,

HTML email messages don't appear correctly

Try the following actions:

- Wait for a short period of time. Your BlackBerry smartphone receives long messages and attachments in sections.
- Try downloading external pictures. Press the key > **Get Images**.
- Try viewing your message in plain text. Press the key > **Get Plain Text**.

Related information

View email in plain text format,

Some email folders appear dimmed

If you can't forward email from an email folder, the check box beside the folder appears dimmed.

Try the following actions:

- Wait for a few seconds. The email folders might become available after a short period of time.
- Turn off wireless email reconciliation, and then turn it on again.

Related information

Reconcile email over the wireless network manually, 90

Email filters aren't working correctly

Try the following actions:

- Verify that your email filters are turned on.

- Verify that your email filters appear in the order that you want your BlackBerry smartphone to apply them to email messages.

Related information

Email filters, 96

Troubleshooting: Text messages

I can't send text messages

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, your smartphone should send the messages when you return to a wireless coverage area. Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, your smartphone should send the messages when you return to a wireless coverage area.
- Verify that fixed dialing is turned off.

Related information

Turn on, turn off, or check the status of a network connection, 255

I'm not receiving text messages

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.

I can't turn on cell broadcasting

If your BlackBerry smartphone uses a SIM card, your SIM card might not support the display languages that you have selected for cell broadcast messages.

Clear the checkbox beside all the languages that your SIM card doesn't support.

Related information

Delete a language from your smartphone, 222

I can't attach a file to a text message

Depending on your wireless service provider, if you attach a video, you might not be able to attach another file or create a slide show.

Try the following actions:

- Verify that the file is a .vcf (vCard) file, an .ics (iCalendar) file, or a media file (for example, a .jpg file, .gif file, or .midi file).
- Verify that the file isn't copyright protected.
- If templates are available for your BlackBerry smartphone, use a blank template to compose your text message.

Files and attachments

How to: Files

File basics

About files and attachments

You can view and download attachments and store them on your BlackBerry smartphone or a media card. If your email account uses a BlackBerry Enterprise Server that supports accessing files on your organization's network, you can preview files from your organization's network and save the files to your smartphone or attach them directly to email messages without downloading them. You can use the Files application to view a list of all the files that are saved on your smartphone. You can also rename, move, and delete files on your organization's network from your smartphone.

To change attachments or files that you download, you can use third-party editing applications, such as , that are designed for use on BlackBerry smartphones.

Related information

Search for a file that is saved on your smartphone, 132
Search for a file that is saved on your organization's network, 132

Open a file or an attachment

Before you begin: To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, meeting invitation, or calendar entry, press the  key.
2. If necessary, click **Retrieve Attachment Information**.
3. Click **Open Attachment**.
4. If necessary, on the **Attachments** screen, click an attachment.
5. If necessary, in the dialog box, select an option.

Related information

I can't turn on cell broadcasting, 129

Save a file or an attachment

Before you begin: To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, in a calendar entry, or on a webpage, do one of the following:
   - If there is only one attachment in a message or calendar entry, press the key.
   - If there are multiple attachments in a message or calendar entry, highlight an attachment. Press the key.
   - If you are downloading a file from a webpage, press the key.
2. Click **Download Attachment** or **Download File**.
3. Click the folder that you want to save the file or attachment in.
4. Click **Save**.

After you finish:

To stop downloading an attachment, in a message, highlight an attachment that you are downloading. Press the key > **Cancel Download**.

Search for a file that is saved on your smartphone

1. On the Home screen, click the **Media** icon.
2. Press the key > **Explore**.
3. Find the file.

To view the file, click the file. Depending on the file type, the file might not appear in its original format.

Related information

I cannot find files sent to me over a Bluetooth connection, 286
Search for a file that is saved on your organization's network, 132
About files and attachments, 109

Search for a file that is saved on your organization's network

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Files** icon.
2. In the **Go To** field, type the path for the file.
3. If necessary, type the credentials that you use to connect to your organization's network.

After you finish: To view the file, click the file. Depending on the file type, the file might not appear in its original format.

Related information

Search for a file that is saved on your smartphone, 132
About files and attachments, 109

Send a file

Before you begin: To send a video, the video must be recorded in MMS mode.

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the key > **Send**.
4. Click a message type.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.

Related information

I can't attach a file to a text message, 129

Open a link in a file or an attachment

Some files might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.

1. In a file, highlight a link.
2. Press the key > **Open Link** or **Retrieve**.

After you finish: To return to the file, press the key.

Set font options for a file or an attachment

1. In a file or an attachment, press the key > **Options**.
2. Change the font fields.
3. Press the key > **Save**.

Save a file from your organization's network to your smartphone

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

When you save a file from your organization's network to your BlackBerry smartphone, the file is saved in its original format.

1. On the Home screen or in a folder, click the **Files** icon.
2. Find and highlight a file.

3. Press the key > **Copy**.
4. Select a location to store the file.
5. Click a folder.
6. Press the key > **Paste**.

Related information

Send a file, 111

Managing files and attachments

View properties for a file

You can view the size, author, publication date, and other properties of a file.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the key > **Properties**.

Related information

Hide a file or folder, 134
View a hidden file or folder, 135

Copy, move, rename, or delete a file

1. Do one of the following:
   - On the Home screen or in a folder, click the **Files** icon.
   - On the Home screen, click the **Media** icon. Press the key > **Explore**.
2. Find and highlight a file.
3. Press the key.
   - To copy a file, click **Copy**. Navigate to a location. Click **Paste**.
   - To move a file, click **Cut**. Navigate to a location. Click **Paste**.
   - To rename a file, click **Rename**. Type a name for the file. Click **Save**.
   - To delete a file, click **Delete**.

Hide a file or folder

To view a file or folder after you hide it, you must remember the location of the file or folder.

1. On the Home screen, click the folder that contains the file or folder you want to hide.
2. Press the key > **Explore**.

3. Find and highlight the file or folder you want to hide.
4. Press the key > **Properties**.
5. Select the **Hidden** checkbox.
6. Click **OK**.

After you finish: After you hide a file or folder, it is no longer visible on your BlackBerry smartphone.

Related information
View a hidden file or folder, 135

View a hidden file or folder

You can view files or folders that you hid.

1. On the Home screen, click the folder that contains the file or folder that you hid.
2. Press the key > **Explore**.
3. Browse to the folder that contains the file or folder that you hid.
4. Press the key > **Show Hidden**.

Related information
Hide a file or folder, 134

Open a password-protected .pdf file

To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a .pdf file, when the "Password protected document" message appears, press the key.
2. Press the key > **Enter Password**.
3. Type the password.
4. Press the key on the keyboard.
5. Press the key > **Open Attachment** or **Download Attachment** > **Yes**.

View tracked changes in a document

In a document, press the key > **Show Changes**.

After you finish: To hide tracked changes, press the key > **Hide Changes**.

View the table of contents in a document

Depending on the document type, you might not be able to view the table of contents.

In a document, press the key > **Table of Contents**.

After you finish: To move to a specific heading, click a heading. Click **Jump**.

Move around a spreadsheet

In a spreadsheet, press the key.

- To move to a specific cell, click **Go to Cell**. Type the cell co-ordinates. Press the key on the keyboard.
- To switch worksheets, click **Next Sheet** or **Prev Sheet**.
- To view a list of worksheets, click **Table of Contents**.
- To move to a specific worksheet, click **Table of Contents**. Click a worksheet. Click **View**.

View the content of a cell

In a spreadsheet, click a spreadsheet cell.

Change the size of a column

In a spreadsheet, do one of the following:

- To change the size of a column, click the column label. Click a size.
- To view all the text in a column, click the column label. Click **Fit**.
- To change the size of all the columns in the spreadsheet, click the unmarked column label in the upper-left corner of the spreadsheet. Click a size.
- To change the column size for all spreadsheets, press the key > **Options**. Change the **Column Width** field. Press the key > **Save**.

Set display options for a spreadsheet

1. In a spreadsheet, press the key > **Options**.
   - To view the gridlines in the spreadsheet, change the **Show Gridlines** field to **Yes**.
   - To label spreadsheet rows with numbers and columns with letters, change the **Display Labels** field to **Yes**.
2. Press the key > **Save**.

Move around pages in a multipage .tif file

In a multipage .tif file, press the key.

- To view a list of pages in a multipage .tif file, click **Table of Contents**.
- To move to a specific page in a multipage .tif file, click **Table of Contents**. Click a page. Click **View**.
- To switch pages in a multipage .tif file, click **Next Page** or **Prev Page**.

Switch presentation views

In a presentation, press the key.

- To view text only, click **View Text**.
- To view text and slides, click **View Both**.

After you finish: To view the presentation in its original format, click **View Slides**.

Switch slides

In a presentation, press the key > **Next Slide** or **Prev Slide**.

Rotate or zoom in to or out from a slide

When viewing a presentation in slide view, press the key.

- To rotate a slide, click **Rotate**.
- To zoom in to or zoom out from a slide, click **Zoom In** or **Zoom Out**.
- To zoom back to the original slide size, press the key > **Fit to Screen**.

Save a slide

1. When viewing a presentation in slide view, press the key > **Save Slide**.
2. Type a name for the file.
3. Click **Save**.

Troubleshooting: Files

A message, attachment, or Google Mail conversation is cut short or doesn't appear

Try the following actions:

- Wait for a short period of time. Your BlackBerry smartphone receives long messages and attachments in sections.
- If "More available" appears at the end of the message or attachment, press the key > **More** or **More All**.

- If part of a Google Mail conversation doesn't appear, press the key > **More of Conversation**.
- If you're downloading an attachment, cancel the download and wait for a short period of time. Try downloading the attachment again.

Related information

Receive only the first section of long email messages,

A skipped content bar appears in a document

More content is available for you to download to your BlackBerry smartphone.

1. To download the content, click the skipped content bar.
2. Click **More**.

A question mark appears on a slide

A question mark appears on a slide if your BlackBerry smartphone has not downloaded the slide.

1. To download the slide, highlight the slide.
2. Press the key > **Retrieve**.

Media

How to: Media

Media file basics

Play a media file

1. Do one of the following:
   - On the home screen, click the **Media** icon. Click a media type. If necessary, click a category.
   - On the home screen or in the **Applications** folder, click the **Voice Notes** icon.
2. Click a file.
3. If the media controls don't appear at the bottom of the screen, click the trackpad.
   - To play a media file, click the ▶ icon.
   - To pause a media file, click the ❙❙ icon.
   - To stop a media file, click the ■ icon.
   - To move to the next media file, click the ▶❙ icon.
   - To move to the previous media file or the beginning of the media file that's currently playing, click the ❙◀ icon.
   - To fast-forward or rewind a file, click the progress bar. On the trackpad, slide your finger to the right or left. Click the progress bar again.

Related information

Supported audio and video file formats and extensions, 143
Supported picture file extensions, 144

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.

- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again. If you press the **Mute** key during a call, your smartphone mutes the call so that you can hear others on the call, but they can't hear you.

Related information

Mute a call, 62
Improve sound quality for media files, 140
Amplify the volume using the audio boost feature, 140

Amplify the volume using the audio boost feature

The audio boost feature allows you to amplify the volume more than the normal volume settings allow for songs, ring tones, and videos.

1. Do one of the following:
   - On the home screen, click the **Media** icon. Press the key > **Media Options**.
   - On the home screen or in the **Applications** folder, click the **Voice Notes** icon. Press the key > **Options**.
2. Select the **Audio Boost** checkbox.
3. Read the warning on the screen and if you want to proceed, click **Yes**.
4. Press the key > **Save**.

Improve sound quality for media files

Depending on your BlackBerry® smartphone model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your smartphone.

1. Do one of the following:
   - On the home screen, click the **Media** icon. Press the key > **Media Options**.
   - On the home screen or in the **Applications** folder, click the **Voice Notes** icon. Press the key > **Options**.
2. Change the **Headset Music EQ** field.
3. Press the key > **Save**.

Copy, move, rename, or delete a file

1. Do one of the following:
   - On the Home screen or in a folder, click the **Files** icon.
   - On the Home screen, click the **Media** icon. Press the key > **Explore**.
2. Find and highlight a file.
3. Press the key.

- To copy a file, click **Copy**. Navigate to a location. Click **Paste**.
- To move a file, click **Cut**. Navigate to a location. Click **Paste**.
- To rename a file, click **Rename**. Type a name for the file. Click **Save**.
- To delete a file, click **Delete**.

View properties for a file

You can view the size, author, publication date, and other properties of a file.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the key > **Properties**.

Related information

Hide a file or folder, 134
View a hidden file or folder, 135

Change the amount of time before the media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry smartphone.

1. On the Home screen, click the **Media** icon.
2. Press the key > **Media Options**.
3. Change the **Close Media Player When Inactive** field.

Turn on or turn off audio and video shortcuts

By default, your BlackBerry smartphone uses the Volume and Mute keys as shortcuts to play, pause, and skip audio and video files.

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Options**.
3. Select or clear the **Allow Mute and Volume keys to control play, pause, and skip** checkbox.
4. Press the key > **Save**.

Related information

I can't use a shortcut, 59

Turn on or turn off media card support

When you turn off media card support, your BlackBerry smartphone can't access the files that are on your media card. This might be useful if you want to make sure that your files are saved to your smartphone's built-in media storage rather than your media card.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Select or clear the **Media Card Support** checkbox.
4. Press the key > **Save**.

Sort media files

1. Do one of the following:
   - To sort videos, on the home screen, click the **Media** icon > **Videos** icon. Highlight a video.
   - To sort pictures, on the home screen, click the **Media** icon > **Pictures** icon > **Picture Library** folder.
   - To sort voice notes, on the home screen or in the **Applications** folder, click the **Voice Notes** icon. Highlight a voice note.
2. Press the key > **Sort by**.
3. Click a sorting option.

About transferring and synchronizing files

You can transfer and synchronize files between your BlackBerry smartphone and computer using a USB cable, or you can use Bluetooth technology to send files to or receive files from a Bluetooth enabled device.

If you want to manage and preserve the information or the encryption that is associated with your files when you synchronize files between your smartphone and your computer, use the BlackBerry Desktop Software. To download BlackBerry Desktop Manager, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer. For more information about synchronizing files, see the Help in the BlackBerry Desktop Software.

Related information

Transfer files to and from your smartphone, 142

Transfer files to and from your smartphone

1. Connect your BlackBerry smartphone to the computer using a USB cable.
2. In the dialog box that appears on your smartphone, select one of the following file transfer options:
   - If you want to transfer most types of files, click **USB Drive**.
   - If you want to synchronize media files that are protected with DRM, click **Sync Media**.
3. If necessary, type your smartphone password. Your smartphone appears as a drive on your computer.
4. On your computer, do one of the following:
   - Drag a file from a location on your computer to a folder on your smartphone.
   - Drag a file from a folder on your smartphone to a location on your computer.

After you finish: To view the transferred file on your smartphone, disconnect your smartphone from your computer and find the file.

Related information

About transferring and synchronizing files, 142

Send a file

Before you begin: To send a video, the video must be recorded in MMS mode.

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the key > **Send**.
4. Click a message type.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.

Related information

I can't attach a file to a text message, 129

Receive a media file using Bluetooth technology

Before you begin: To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry smartphone using Bluetooth technology, a dialog box appears on the screen.

1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

Supported audio and video file formats and extensions

Depending on your BlackBerry smartphone model and wireless network, some file extensions and file formats might not be supported.

File extensions	Video file formats	Audio file formats
MP4 M4A M4V 3GP 3G2	• H.263 • H.264 • MPEG-4	• AAC-LC • AAC+ • eAAC+ • AMR-NB • QCELP • EVRC
AVI	MPEG-4	MP3

File extensions	Video file formats	Audio file formats
ASF WMA WMV	• Windows Media Video 9 • VC-1	• Windows Media Audio 9 and Windows Media Audio 9 Professional • Windows Media Audio 10 and Windows Media Audio 10 Professional
MP3	—	MP3
FLAC	—	FLAC
OGG	—	• FLAC • Ogg Vorbis
AAC	—	• AAC-LC • AAC+ • eAAC+
AMR	—	AMR-NB
QCP	—	• QCELP • EVRC
WAV	—	• PCM • G711 U/A • GSM 610
MID	—	Wave Synthesizer

For information about media file extensions and media file formats for your smartphone, visit www.blackberry.com/docs/smartphones and click **Smartphones** > **BlackBerry Smartphones** > **Supported Media**.

Related information

Supported picture file extensions, 144

Supported picture file extensions

Depending on your BlackBerry smartphone model and wireless network, some file extensions might not be supported.

- BMP
- JPG
- GIF

- PNG
- TIF
- WBMP

For information about media file extensions and media file formats for your smartphone, visit www.blackberry.com/docs/smartphones and click **Smartphones** > **BlackBerry Smartphones** > **Supported Media**.

Related information

Supported audio and video file formats and extensions, 143

Music

Related information

Transfer files to and from your smartphone, 142

Shuffle or repeat songs

1. On the home screen, click the **Media** icon > **Music** icon.
2. Do one of the following:
   - To shuffle and play all of your songs, click **Shuffle Songs**.
   - To shuffle all the songs by an artist, or in an album, genre, or playlist, find and highlight the artist, album, genre, or playlist. Press the key > **Shuffle**.
   - To repeat the song, playlist, album, or artist that is currently playing, press the key > **Repeat** > **Current Song**, **Playlist**, **Album**, or **All Songs**.

After you finish: To stop shuffling songs, press the key > **Shuffle**. To stop repeating songs, press the key > **Repeat** > **Off**.

Create a standard or an automatic playlist

You create a standard playlist by manually adding songs that are on your BlackBerry smartphone storage space or media card. You create an automatic playlist by specifying criteria for artists, albums, or genres of music. The songs that meet all of the criteria are automatically added to the playlist.

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists** > **New Playlist**.
   - To create a standard playlist, click **Standard Playlist**. Type a name for the playlist. Click **Add Songs**. Click a song.
   - To create an automatic playlist, click **Automatic Playlist**. Type a name for the playlist. Click the plus sign (+) to add criteria for artists, albums, or genres.
3. Press the key > **Save**.

Add the song that is playing to a playlist

1. When playing a song, press the key > **Add To Playlist**.
2. Click a playlist.

Move or delete a song in a playlist

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists**.
3. Click a standard playlist.
4. Highlight a song.
   - To change the location of the song in the playlist, press the key > **Move**. Navigate to a new location. Press the key > **Complete Move**.
   - To delete the song from the playlist, press the key > **Remove** > **OK**.
5. Press the key > **Save**.

Rename or delete a playlist

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists**.
3. Highlight a playlist.
4. Press the key.
   - To rename the playlist, click **Rename**. Type a name for the playlist. Click **OK**.
   - To delete the playlist, click **Delete**.

Videos

Related information

Transfer files to and from your smartphone, 142

Change the thumbnail picture for a video

You can pause a video at any time and use the picture that appears on the paused screen as the video's thumbnail picture.

1. On the home screen, click the **Media** icon > **Videos** icon.
2. Play a video.
3. If the media controls don't appear at the bottom of the screen, click the trackpad.

4. When the video shows the picture that you want to use as the thumbnail picture, click the || icon.
5. Press the key > **Set Video Thumbnail**.

Display closed captions in videos

You can turn on closed captions so that text displays on the screen when you play video files that support closed captions.

1. On the Home screen, click the **Media** icon.
2. Press the key > **Media Options**.
3. Select the **Display Closed Captions** checkbox.
4. If necessary, change the **Appearance** field, **Position** field, and **Font Scale** field.
5. Press the key > **Save**.

Keep backlighting on when you play a video

By default, backlighting is designed to turn off after a period of time to conserve battery power. You can change your media options so that backlighting stays on when you play a video.

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Options**.
3. Clear the **Turn Off Auto Backlighting** checkbox.
4. Press the key > **Save**.

After you finish:

To keep backlighting off while you play a video, select the **Turn Off Auto Backlighting** checkbox.

Video camera

Depending on your BlackBerry® smartphone, the camera or video camera might not be supported or some camera or video camera features might not be available.

Video camera

These icons appear at the bottom of the screen in the video camera. You can click these icons.

	Start recording		Pause recording
	Send video		Rename video
	Delete video		

Record a video

Before you begin: To perform this task, you might need to have a media card inserted in your BlackBerry smartphone.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. To start recording, click the **record** icon.
3. To pause recording, click the **pause** icon.

Note: The approximate amount of storage space available for saving videos appears on the lower part of the screen when video recording is paused.

Turn on or turn off video lighting

In low lighting conditions, the video light can improve the quality of videos that you record.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the key > **Options**.
3. Select or clear the **Video Light** checkbox.
4. Press the key > **Save**.

Turn on or turn off auto focus

1. On the home screen, click the **Media** icon > **Video Camera** icon.
2. Press the key.
3. Select or clear the **Auto focus** option.

Change the video camera scene mode

You can change the scene mode in the video camera to optimize the settings for different environments.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the key > **Options**.
3. Change the **Scene Mode** field.
4. Press the key > **Save**.

Change the video size and format

The larger the video, the more storage space the video requires.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the key > **Options**.

3. Change the **Video Format** field.
4. Press the key > **Save**.

Related information

View properties for a file, 111

Reduce blurriness in the videos that you take

The image stabilization option helps reduce blurriness that is caused by slight movements of the video camera when you are recording a video.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the key > **Options**.
3. Select the **Image Stabilization** checkbox.
4. Press the key > **Save**.

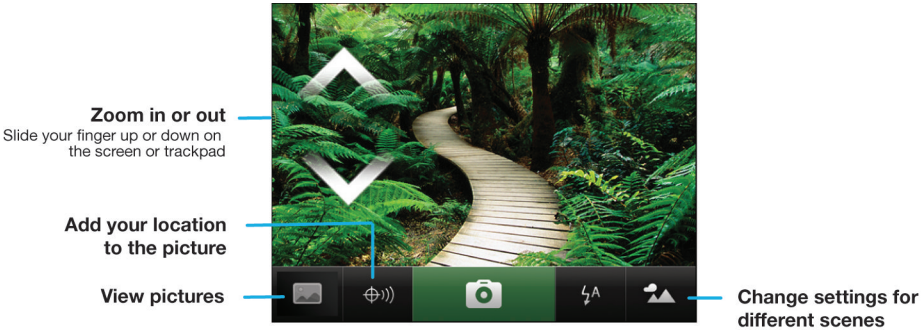
Change the location for storing videos that you take

1. On the home screen, click the **Media** icon > **Video Camera** icon.
2. Press the key > **Options**.
3. If you have a media card inserted in your BlackBerry smartphone, you can change the **Store Videos** field.
4. Change the **Folder** field.
5. Press the key > **Save**.

Camera

Depending on your BlackBerry® smartphone, the camera or video camera might not be supported or some camera or video camera features might not be available.

Camera at a glance


Zoom in or out
Slide your finger up or down on the screen or trackpad
Add your location to the picture
View pictures
Change settings for different scenes

Camera icons

These icons appear at the bottom of the screen in the camera. You can click these icons.

	View pictures		Geotagging is turned on
	Geotagging is turned off		Take another picture
	Flash is turned on		Flash is turned off
	Automatic flash mode		Scene mode

Take a picture

1. On the home screen, click the **Camera** icon.
2. If you have turned on digital zoom, on the trackpad, slide your finger up or down to zoom in or out.
3. Press the **Right Convenience** key.

The picture is saved to the Camera Pictures folder in the Pictures application. To open the picture, click the picture preview at the bottom of the screen.

Change the flash setting for pictures that you take

1. On the home screen, click the **Camera** icon.
2. To switch between flash settings, click the flash icon at the bottom of the screen.

After you finish: When you close the camera, the flash setting is saved.

Change the camera scene mode

You can change the scene mode in the camera to optimize the settings for different environments. Descriptions of the scene modes are available on the camera.

1. On the home screen, click the **Camera** icon.
2. To change the camera scene mode, click the scene mode icon at the bottom of the screen.
3. Select a scene mode.

After you finish: When you close the camera, the scene mode is saved.

Change the size of pictures that you take

The larger the picture is, the more storage space the picture requires.

1. On the home screen, click the **Camera** icon.
2. Press the key > **Options**.
3. Change the **Image Size** field.
4. Press the key > **Save**.

Related information

View properties for a file, 111

Geotag pictures that you take

The geotag option in the camera records the geographical information of the location in which you take a picture.

1. On the home screen, click the **Camera** icon.
2. Click the geotag icon at the bottom of the screen.

After you finish: The geotag information can be viewed in the properties of the picture file.

Turn off digital zoom for the camera

1. On the home screen, click the **Camera** icon.
2. Press the key > **Options**.
3. Clear the **Digital Zoom** check box.
4. Press the key > **Save**.

Reduce blurriness in the pictures that you take

The image stabilization option helps reduce blurriness that is caused by slight movements of the camera when you are taking a picture.

1. On the home screen, click the **Camera** icon.
2. Press the key > **Options**.
3. Select the **Image Stabilization** check box.
4. Press the key > **Save**.

Change the review duration of the pictures that you take

You can set how long a picture remains on the screen after you take it, or turn off that option so that you can take another picture right away.

1. On the home screen, click the **Camera** icon.
2. Press the key > **Options**.
   - To change the review duration, change the **Picture Review** field to a time.

- To keep the picture on the screen after you take it until you press the key, change the **Picture Review** field to **Hold**.
- To prevent the picture from staying on the screen after you take it, change the **Picture Review** field to **Off**.

3. Press the key > **Save**.

Change when the camera warns you about the number of pictures remaining

A warning appears notifying you when the amount of storage for pictures drops below a certain number. You can see the number of remaining pictures in the Storage section of the Options screen.

1. On the home screen, click the **Camera** icon.
2. Press the key > **Options**.
3. Change the **Warn when pictures remaining drops to** field.
4. Press the key > **Save**.

Change the location for storing pictures that you take

Before you begin: To perform this task you must have a media card inserted in your BlackBerry smartphone.

1. On the home screen, click the **Camera** icon.
2. Press the key > **Options**.
3. Change the **Store Pictures** field.
4. Press the key > **Save**.

Pictures

Related information

Transfer files to and from your smartphone, 142

Pictures at a glance


Zoom/pan
To zoom, slide your finger and thumb together or apart, or clickthe trackpad
To pan a zoomed picture, slide your finger on the screen or trackpad
Open a pop-up menu
Touch and hold the screen
Scroll through pictures
When zoomed out, slide your finger left or right quickly on the screen or trackpad

Use a picture as your smartphone wallpaper

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Browse to a picture.
3. Press the key > **Set As Wallpaper**.

Related information

My display changed, 230

Zoom, pan, or rotate a picture

In a picture, do one of the following:

- To zoom in to the picture, click the trackpad.
- To zoom out from the picture, press the key.
- To pan the picture, when you are zoomed into it, slide your finger on the trackpad in any direction.
- To rotate the picture, press the key > **Rotate**.

Related information

I receive an error message after I rotate a picture, 157

Save a picture from a text message or a webpage

You can save picture files, such as .jpg, .png, .gif, or .bmp files, to the BlackBerry smartphone storage space or a media card.

1. Open a picture attachment in a text message or highlight a picture on a webpage.
2. Press the key > **Save Image** > **Save**.

View pictures as a slide show

A slide show displays all the pictures in a category or folder in sequence.

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Click a category.
3. Press the key > **View Slide Show**.

After you finish: To close the slide show, press the key.

Change your slide show options

1. On the Home screen, click the **Media** icon.
2. Press the key > **Media Options**.
   - To change the number of seconds between slides in a slide show, change the **Slide Show Interval** field.
   - To change the type of slide transition used, change the **Slide Show Transition** field.
3. Press the key > **Save**.

View pictures in list view or thumbnail view

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Click a category.
3. Press the key > **View List** or **View Thumbnail**.

Organize pictures by date or folder

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Press the key > **View by Date** or **View by Folder**.

Create a picture folder

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Press the key > **Add Folder**.
3. If necessary, change the location that the folder is created in.
4. Type a name for the folder.
5. Click **OK**.

Voice notes

Related information

Transfer files to and from your smartphone, 142

Record a voice note

1. On the home screen or in the **Applications** folder, click the **Voice Notes Recorder** icon.
2. Click the  icon.
3. Do any of the following:
   - To pause recording, click the  icon. To resume recording, click the  icon.
   - To stop recording, click the  icon. Click the ■ icon.

After you finish:

Note: When you stop recording a voice note, the voice note is automatically saved.

Troubleshooting: Media

Some features aren't available on my smartphone

The availability of certain features on your BlackBerry smartphone might be affected by items such as your smartphone model and wireless service plan.

Depending on your messaging service plan, some features or options might not be available in the message options on the Email Preferences screen.

If your email account is associated with a BlackBerry Enterprise Server, your administrator might add IT policy rules to your smartphone that determine the features and settings that are available and whether you can add or update an app. If your administrator has turned off a feature or set an option for you, the option might not appear, the option might appear grayed out, or a lock indicator appears beside the option field.

If your smartphone was previously associated with a BlackBerry Enterprise Server and your administrator hasn't removed IT policy rules from your smartphone, you can use the BlackBerry Desktop Software to remove the IT policy rules. For more information, visit www.blackberry.com/btsc and read KB18998.

For more information about the features that are available on your smartphone, contact your wireless service provider or administrator, or visit www.blackberry.com/go/devices.

Related information

Feature availability, 24

I can't save media files

Your BlackBerry smartphone or media card might not have enough available storage space to store media files.

Try the following actions:

- If you're trying to save a media file to your smartphone, delete old data or messages from your smartphone.
- If you're trying to save a media file on your media card, delete old media files.
- In the camera options, verify that the **Image Size** field isn't set to **Large**. Large pictures use more storage space than smaller pictures.
- In the video camera options, verify that the **Video Format** field is set to a smaller format. Large videos use more storage space than smaller videos.

Related information

Delete a message, 94
Copy, move, rename, or delete a file, 134
Change the size of pictures that you take, 150
Change the video size and format, 148

I can't open media files

Try the following actions:

- If you're trying to open a media file on your BlackBerry smartphone and your smartphone is connected to your computer, disconnect your smartphone from your computer.
- If you encrypted the media files on your media card using an encryption key that your BlackBerry smartphone generated and you're trying to open an encrypted media file on your computer or a device other than the BlackBerry smartphone that you used to encrypt the file, insert the media card into the BlackBerry smartphone that you used to encrypt the file. On the home screen or in a folder, click the **Options** icon. Click **Security** > **Encryption**. In the **Media Card** section, change the **Mode** field to **Device Password**.
- For more information about synchronizing media files, see the Help in the BlackBerry Desktop Software.

Related information

About file encryption, 306

The media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.

Related information

Change the amount of time before the media player screen closes, 141

The flash or video light dims or turns off

If the camera has a flash or the video light is turned on, and the battery power level drops below 20 percent, the flash or video light dims to conserve battery power. In cold temperatures, when the battery power level drops below 20 percent, the flash or video light might turn off.

Some pictures that I take are blurry

In low lighting conditions, the camera might compensate for the lack of exposure by using a slower shutter speed. If you move the camera before the shutter clicks, the picture might be blurry. If the camera is using a slower shutter speed, an exclamation point indicator appears at the bottom of the screen.

Depending on yourBlackBerry smartphone model, you might be able to decrease the blurriness in pictures that is caused by slight movements of the camera by turning on image stabilization in the camera options.

I receive an error message after I rotate a picture

Every time you rotate a picture, your BlackBerry smartphone automatically tries to save the picture's new direction. You might receive an error message if the picture is copyright protected, over a certain file size, or isn't in a JPG or PNG format. If the picture isn't copyright protected and if you have a third-party image editing application, you might be able to reduce the size of your picture or change the format of your picture to JPG or PNG and then try to rotate the picture again.

My smartphone isn't using the correct ring tone or wallpaper

If you're using a ring tone or wallpaper picture that you encrypted on your BlackBerry smartphone or on the media card using your smartphone password and you reset your smartphone, unlock your smartphone.

Related information

Lock or unlock your smartphone, 29

I can't use a shortcut

Try the following actions:

- Depending on the typing input language that you're using, some shortcuts might not be available. Try changing the typing input language.
- If media shortcuts aren't working, verify that you have turned on audio and video shortcuts in the Media options.

Related information

Change an input or display language, 223
Turn on or turn off audio and video shortcuts, 141

Ring tones, sounds, and alerts

How to: Ring tones, sounds, and alerts

Icons for sound and alert profiles

The icon for the sound and alert profile that's active appears at the top of the home screen, under the date. You can click the icon to switch to a different sound profile or to change notification options. For example, you can change the volume or ring tone for certain profiles or add a custom profile.

	Normal profile		Phone Calls Only profile
	Loud profile		Custom profile
	Medium profile		Silent profile
	Vibrate Only profile		All Alerts Off profile

About ring tones, sounds, and alerts

The profile that you select in the Sound and Alert Profiles application defines how your BlackBerry smartphone alerts you of phone calls, messages, reminders, and browser content.

Your smartphone has a Normal profile and five other preloaded profiles: Loud, Medium, Vibrate Only, Silent, and Phone Calls Only. By default, some of the settings in the preloaded profiles are based on the settings in the Normal profile. For example, when you change the ring tone in the Normal profile, the ring tone in the Loud profile, Medium profile, and Phone Calls Only profile is automatically updated. If you don't want specific settings for a preloaded profile to update automatically when you change the corresponding setting in the Normal profile, you can manually change the settings in that preloaded profile.

Related information

Icons for sound and alert profiles, 159

Change your ring tone, notifiers, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Selected Profile**.
   - To change your ring tone or ring volume, click **Phone**.
   - To change notifiers or reminders, click to expand a section. Click an option.
3. In the **Ring Tone**, **Notifier Tone**, or **Reminder Tone** field, do one of the following:
   - Click a tone.
   - To use a song that is on your smartphone or on a media card, click **All Music**. Find and click a song.
   - To use a voice note that you recorded, click **All Voice Notes**. Find and click a voice note.
   - To use a preloaded alert, click **All Alerts**. Find and click an alert.
4. Press the key > **Save**.

Related information

I can't change the number of times that my smartphone rings, 80
Add or delete a custom profile,
Add or delete a contact alert, 161
Icons for sound and alert profiles, 159

Add or delete a custom sound profile

In addition to the preloaded sound profiles, you can create your own custom sound profiles.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Profile Management** > **Add Custom Profile**.
3. In the **Name** field, type a name for the profile.
4. Click the item that you want to change.
5. Change the ring tone, notifier, or reminder information.
6. Press the key > **Save**.

After you finish: To delete a custom sound profile, highlight the profile. Press the key > **Delete**.

Related information

Icons for sound and alert profiles, 159

Add or delete a contact alert

You can create contact alerts that allow you to customize ring tones and alerts for calls and messages from specific contacts or groups of contacts. When you receive a call or message from the contact, your BlackBerry smartphone uses the assigned ring tone or alert, even if you select the Silent profile or Vibrate Only profile. If you do not want to be notified with the assigned ring tone or alert, you can select the All Alerts Off profile.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Contacts** > **Add Contact Alert**.
3. In the **Name** field, type the name of the contact alert.
4. In the **Contacts** field, type the name of the contact.
5. Click a contact.
6. Change the ring tone and alert information for calls and messages.
7. Press the key > **Save**.

After you finish: To delete a contact alert, highlight the contact alert that you want to delete. Press the key > **Delete**.

Related information

Icons for sound and alert profiles, 159

Silence your smartphone

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Do one of the following:

   - To receive flashing LED alerts only, click the icon.
   - To receive vibrate alerts only, click the icon.
   - To turn off all alerts, including contact alerts, click the icon.

After you finish: When a ring tone, reminder, or alert sounds, if available, press the **Mute** key on the right side of your BlackBerry smartphone.

Related information

Silence the alarm, 202
Icons for sound and alert profiles, 159

Flashing LED

The LED on the top of your BlackBerry smartphone flashes different colors to indicate different statuses.

Flashing LED color	Description
Green	You're in a wireless coverage area. You can turn on or turn off this notification.
Blue	Your smartphone is connected to a Bluetooth enabled device. You can turn on or turn off this notification.
Red	A new message has arrived and your selected profile is set to notify you using the flashing LED. If you're using your smartphone with a smart card, your smartphone is accessing data on the smart card.
Amber	The battery power level for your smartphone is low, or your smartphone is turned off and is charging. You can't turn off the notification for the low battery power level. The notification for charging turns off when you turn on your smartphone. If your smartphone is turned off, the LED changes to a solid green color when the battery is fully charged.

Related information

Turn on flashing LED notification for wireless coverage, 228
Turn off or turn on the Bluetooth connection notification, 283

Change alarm notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. In the **Alarm** section, change the **Alarm Tone** field, **Volume** field, **Snooze Time** field, and **Vibration** field.
4. Press the key > **Save**.

Turn on or turn off event sounds

Event sounds alert you when you turn on or turn off your BlackBerry smartphone, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Change the **Event Sounds** field.
4. Press the key > **Save**.

Troubleshooting: Ring tones, sounds, and alerts

My smartphone is ringing or vibrating more times than expected

For calls, the number of times that your BlackBerry smartphone vibrates isn't determined by the number of vibrations that you set in your sound profile, and there's no setting for the number of rings if you don't subscribe to voice mail. Your smartphone vibrates or rings until the caller or the wireless network ends the connection.

My smartphone isn't ringing or vibrating when I receive a call or message

Try the following actions:

- On the home screen, click your **Sound and Alert Profiles** icon. Verify that your profile isn't set to **All Alerts Off** or **Silent**.
- If you have created contact alerts, on the home screen, click your **Sound and Alert Profiles** icon. Click **Change Sounds and Alerts** > **Sounds for Contacts**. Click a contact alert. Click **Phone** or **Messages**. Verify that the **Volume** field isn't set to **Silent** and that the **Vibration** field isn't set to **Off**.

Browser

How to: Browser

Browser at a glance



Type a web address

Open tab view

Open your bookmarks and histroy

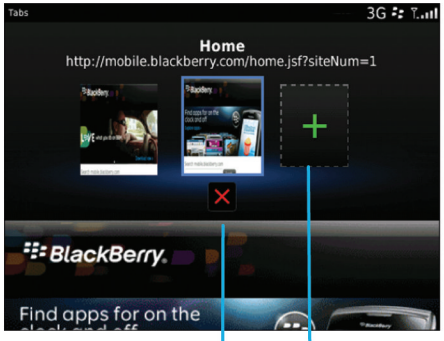
Open a pop-up menu of common actions

Touch and hold the screen

Zoom/pan

To zoom, slide your finger and thumb together or apart, or click the trackpad.

To pan a zoomed page, slide your finger on the screen or trackpad.



Close the selected tab

Open a webpage in a new tab

Browser basics

Browsing the Internet

Browse the Internet

For more information on the charges associated with using the browser, contact your wireless service provider.

1. On the home screen, click the **Browser** icon.
2. In the address bar, type a web address or search terms.
3. Press the key on the keyboard.

After you finish:

To stop loading a webpage, press the key > **Stop**.

Zoom in to or out from a webpage

On a webpage, press the key > **Zoom**.

- To zoom in, on the trackpad, slide your finger up.
- To zoom out, on the trackpad, slide your finger down.

After you finish: To turn off zoom mode, press the key.

Open, close, or switch between tabs

With tabbed browsing, you can open multiple webpages on your BlackBerry smartphone at the same time. If you open a link in a message, calendar entry, or memo, the link automatically opens in a new tab. The more tabs you have open, the more memory your smartphone uses.

Do one of the following:

- To open a new tab, in the browser, press the key > **Tabs**. Click the **New Tab** icon.
- To open a new tab for a link on a webpage, highlight the link. Press the key > **Open Link in New Tab**.
- To switch between tabs, in the browser, press the key > **Tabs**. Click a tab.
- To close a tab, in the browser, press the key > **Tabs**. Highlight a tab. Click the icon.

Turn on browser shortcuts

1. On the home screen, click the **Browser** icon.

2. Press the key > **Options**.
3. In the **General** section, select the **Enable Keyboard Shortcuts** checkbox.
4. Press the key > **Save**.

Related information

Shortcuts: Browser, 56

Search for text in a message, in a file, or on a webpage

Before you begin: To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a webpage, press the key > **Find** or **Find on Page**.
2. Type the text.
3. Press the key on the keyboard.

After you finish: To search for the next instance of the text, press the key > **Find Next** or **Find Next on Page**.

View your browser history

1. On the home screen, click the **Browser** icon.
2. Scroll to the **History** section.

Add a shortcut to your home screen or Favorites panel

You can add a shortcut to give yourself quick access to items such as frequently used websites, contacts, applications, files, podcast channels, or media categories.

1. Browse to a website, or highlight the item that you want to create a shortcut for.
2. Press the key > **Add to Home Screen**.
   - To change the name of the shortcut, type a new name.
   - To change the location where the shortcut appears, change the **Location** field.
   - To add the shortcut to your Favorites panel, select the **Mark as Favorite** checkbox.
3. Click **Add**.

Move back, move forward, or refresh a webpage

On a webpage, press the key.

- To move back or forward a webpage, click **Back** or **Forward**.
- To refresh a webpage, click **Refresh**.

Return to the browser home page

Before you begin:

To perform this task, you must have a browser home page set on your BlackBerry smartphone.

1. On a webpage, press the key.
2. Click **Home**.

Close the browser

1. On a webpage, press the key.
2. Click **Close**.

Playing media files, viewing pictures, and downloading files

View a full picture on a webpage

1. On a webpage, highlight or pause on a picture.
2. Press the key > **View Image**.
   - To zoom in to or out from the picture, press the key > **Zoom**.
   - To stop zooming, press the key > **End Zoom**.
   - To return the picture to its original size, press the key.

Play a media file on a webpage

1. On a webpage, click a media file.
2. Click **Open**.

Related information

Supported audio and video file formats and extensions, 143

Open, play, or download a file from a webpage

You can download multiple files at once. When you download a file, the Downloads screen appears so that you can check the progress of your downloads.

On a webpage, click the file that you want to open, play, or download.

- To open or play the file, click **Open**.
- To download the file, in the **Save** dialog box, click **Yes**.

Copying and sending web addresses

Copy an address for a web page, link, or picture

Do any of the following:

- To copy an address for a web page, press the key > **Copy Page Address**.
- To copy an address for a link, pause on or highlight a link. Press the key > **Copy Link**.
- To copy an address for a picture, pause on or highlight a picture. Press the key > **Copy Image Link**.

After you finish: To paste the address, press the key > **Paste**.

Send a web address, link, or picture

1. On the home screen, click the **Browser** icon.
   - To send a web address for a webpage that is in your bookmark folder or browser history, highlight a webpage.
   - To send a different web address, browse to a webpage.
   - To send a link or picture from a webpage, highlight a link or picture.
2. Press the key > **Send Page Address**, **Send Link**, or **Send Image Link**.
3. Click a message type.

After you finish: To return to the browser after you send the message, press the key.

Send a link or picture from a webpage

1. On a webpage, pause on or highlight a link or picture.
2. Press the key > **Send Link** or **Send Image Link**.
3. Click a message type.

To return to the browser after you send the message, press the key.

Browser bookmarks

About bookmarks for webpages

You can bookmark webpages that you visit frequently. When you bookmark a webpage, you can set whether you want the browser to check the webpage for updates periodically. Bookmarks that have been updated since the last time you visited them appear in italic.

Bookmark a webpage

1. On a webpage, press the key > **Add to Bookmarks**.
2. In the **Title** field, type a name for the bookmark.
3. In the **Folder** field, click the folder that you want the bookmark to appear in.
4. Click **Add**.

Change or delete a bookmark for a webpage

You might not be able to change or delete bookmarks added by your wireless service provider.

1. On the home screen, click the **Browser** icon.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Press the key.
   - To change a bookmark, click **Edit**. Change the bookmark. Press the key. Click **Save**.
   - To delete a bookmark, click **Delete**.

Send a bookmark for a webpage

1. On the home screen, click the **Browser** icon.
2. Press the key > **Bookmarks**.
3. Highlight a bookmark.
4. Press the key > **Send Link**.
5. Click a message type.

After you finish: To return to the browser after you send the message, press the key.

Move a bookmark for a webpage

1. On the Home screen, click the **Browser** icon.
2. Press the key > **Bookmarks**.
3. Highlight a bookmark.
4. Press the key > **Move**.
5. Click the new location.

Add, rename, or delete a bookmark folder for webpages

1. On the home screen, click the **Browser** icon.

2. Press the key > **Bookmarks**.
3. Highlight a bookmark folder.
4. Press the key.
   - To add a bookmark folder, click **Add Subfolder**.
   - To rename a bookmark folder, click **Rename Folder**. Type a new name for the folder. Press the key on the keyboard.
   - To delete a bookmark folder, click **Delete Folder**.

Browser options

Change your browser home page or start page

1. On the home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **General** section, do one of the following:
   - To change the browser home page, in the **Home Page** field, type a web address.
   - To use your browser home page as the start page when you first open the browser, change the **Start Page** field to **Home Page**.
4. Press the key > **Save**.

Change the font size for text on webpages

1. On the home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **Web Content** section, change the **Default Font Size** field.
4. Press the key > **Save**.

Change your default search engine

Your default search engine in the browser is also the default search engine that your BlackBerry smartphone uses when you search the Internet using the search icon on the home screen.

1. On the home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **General** section, click **Manage Search Engines**.
4. Click a search engine.

Related information

Add a search engine from a website, 171

Add a search engine from a website

You can try adding a search engine if the search engine that you want to use doesn't appear as an option when you are changing your default search engine.

On the Home screen, click the **Browser** icon.

- To add a search engine from a link on a website, browse to the website. Click the link. Click **Add**.
- To add a search engine from a website that doesn't provide a link, press the key. If **New Search Engine** appears in the menu, click **New Search Engine** > **Add**. If **New Search Engine** doesn't appear in the menu, the website doesn't support this feature.

Set the character encoding for all webpages

By default, your BlackBerry smartphone uses the optimal character encoding for a webpage.

1. On the home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **Web Content** section, change the **Default text encoding** field.
4. Press the key > **Save**.

Stop loading images or playing embedded media files on webpages

1. On the home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **Web Content** section, do one of the following:
   - To stop loading images on webpages, clear the **Load Images** checkbox.
   - To stop playing embedded media files on webpages, clear the **Enable Embedded Media Files** checkbox.
4. Press the key > **Save**.

Stop blocking pop-ups on webpages

1. On the home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **Web Content** section, clear the **Block Popups** checkbox.

Receive a prompt before you close the browser or stream media from the Internet

1. On the home screen, click the **Browser** icon.

2. Press the key > **Options**.
3. In the **General** section, below **Prompt Before**, do one of the following:
   - To receive a prompt confirming that you want to close the browser when you have multiple tabs open, select the **Closing Tabs on Exit** checkbox.
   - To receive a prompt confirming that you want to close the browser after you press the key, select the **Closing Browser on Escape** checkbox.
   - To receive a prompt before your BlackBerry smartphone uses your wireless service provider's browser portal to stream media from the Internet, select the **Switching to Carrier Network for Streaming Media** checkbox.
4. Press the key > **Save**.

Delete browser history

1. On the home screen, click the **Browser** icon.
2. Click **History**.
3. Press the key > **Clear All** > **Delete**.

Delete browsing information

Your BlackBerry smartphone saves some information in your browser to improve your browsing experience. You can delete password information, browser history, download history, cookies, content that has been pushed to your smartphone, and the browser cache.

1. On the home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **Privacy and Security** section, below **Clear Browsing Data**, select the checkboxes beside the types of browsing information that you want to delete.
4. Click **Clear Now**.

Turn off cookies in the browser

1. On the Home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **Privacy & Security** section, clear the **Accept Cookies** check box.
4. Press the key > **Save**.

Turn off JavaScript support

JavaScript is used on some webpages to provide interactive features, such as menus and sounds. If you do not want the browser to provide JavaScript features, you can turn off JavaScript support.

1. On the home screen, click the **Browser** icon.

2. Press the key > **Options**.
3. In the **Web Content** section, clear the **Enable JavaScript** checkbox.
4. Press the key > **Save**.

Turn on geolocation in the browser

If you turn on geolocation in the browser, some websites might be able to determine your approximate location.

1. On the Home screen, click the **Browser** icon.
2. Press the key > **Options**.
3. In the **Privacy & Security** section, select the **Enable Geolocation** check box.
4. Press the key > **Save**.

When you visit a website that requests your location, a dialog box appears. If you select the **Don't ask again for this website** check box, the website and the permissions that you set for it are saved in **Geolocation Permissions** in your browser options.

Browser security

About TLS

The browser is designed to use TLS or SSL to encrypt data that your BlackBerry smartphone sends or receives over the Internet through the BlackBerry Enterprise Server. Communication between your smartphone and the BlackBerry Enterprise Server is encrypted using Triple DES. Communication between the BlackBerry Enterprise Server and content servers is encrypted using SSL or TLS. To increase security, you can set up TLS for HTTP connections between your smartphone and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your smartphone and the BlackBerry Enterprise Server.

Browser security options

If your email account uses a BlackBerry Enterprise Server, you might not be able to change your browser security options.

If you change a browser security option, other applications on your BlackBerry smartphone that access a server might be affected.

Option	Description
Permit SSL 3.0	Specify whether your browser accepts SSL connections. If you do not select this option, your browser allows only TLS connections.
Permit Insecure Renegotiation	Specify whether your browser accepts connections to servers that allow insecure renegotation. If you do not select this option, you might not be able to access some websites.

Option	Description
Encryption Strength	Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.
Digest Strength	Specify whether your browser accepts data with weak digest algorithms or accepts only data with strong digest algorithms. The stronger the digest algorithm is, the more secure your browsing experience is. To accept data with weak digest algorithms, change this field to **Allow Weak**. To accept only data with strong digest algorithms, change this field to **Strong Only**. To be prompted to accept data with weak digest algorithms, change this field to **Prompt**. Depending on the options that your administrator sets, you might not be able to change this option.
Server Exceptions	View a list of servers that have certificate problems you have accepted. To stop permitting a connection to a website with a certificate problem, highlight the server exception. Press the key > **Delete**.

Related information

Manage browser security, 174

Manage browser security

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **TLS**.
3. Set the security options.
4. Press the key > **Save**.

Related information

Browser security options, 173

Add a trusted content server

If your email account uses a BlackBerry Enterprise Server, you can add content servers to your list of trusted content servers to accelerate the authentication process when you are authenticating with a content server.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **TLS**.
3. In the **Proxy TLS** section, highlight the **Trusted Servers** field.
4. Press the key > **Add Host**.
5. Type the web address for the content server.
6. Click **OK**.

7. Press the key > **Save**.

Add or change a website that is associated with a certificate

To access some websites, you might need to provide an authentication certificate. After you provide a certificate to a website, the website and the associated certificate are automatically added to the Default Client Certificates list in your TLS options. You can manually add or change a website that is associated with a certificate.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **TLS**.
   - To manually associate a website with a certificate, highlight the **Default Client Certificates** field. Press the key > **Add Host**. In the **Host Name** field, type the website name. In the **Certificate** field, select the certificate that is associated with the website. Click **OK**.
   - To change a website that is associated with a certificate, in the **Default Client Certificates** list, highlight an item. Press the key > **Edit**. Change the certificate. Click **OK**.
3. Press the key > **Save**.

Browser push

About browser push

Browser push is designed to push information from a web application to your BlackBerry smartphone as the information becomes available. For example, you can receive updates for weather reports, stock quotes, or breaking news. When your smartphone receives an update, a new browser push message might appear in the messages application or an icon on the Home screen might change to indicate that new information is available. The web application might also push updated information to your browser cache without notifying you. If information is pushed to your browser cache, the information is available on your smartphone even when your smartphone is not connected to the wireless network. Web applications that use browser push automatically push updates to your smartphone, unless you turn off browser push.

Your smartphone supports different types of browser push messages. Service loading messages and service indication messages include updated information. Other browser push messages include messages that appear in your browser cache.

Browser push options

Option	Description
Process MDS	Set whether your BlackBerry smartphone accepts browser push messages from the BlackBerry Enterprise Server or the BlackBerry Internet Service.
MDS Hosts	Set whether your smartphone accepts push messages from all BlackBerry Enterprise Server instances or BlackBerry Internet Services.

Option	Description
Process SMSC	Set whether your smartphone accepts push messages that are SMS-based.
SMSC Hosts	Set which SMSC hosts your smartphone accepts browser push messages from. To accept browser push messages from a specific SMSC host, type the phone number for the SMSC host.
Process IP	Set whether your smartphone accepts browser push messages that web applications send through a WAP gateway.
IP Hosts	Set which WAP gateways your smartphone accepts browser push messages from. To accept browser push messages from a specific IP host, type the IP address for the WAP gateway.

Turn off browser push

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Browser Push**.
3. Clear the **Enable Push** checkbox.
4. Press the key > **Save**.

RSS feeds

For more information about using RSS feeds on your BlackBerry smartphone, on the Home screen or in a folder, click the **Social Feeds** icon. Press the key > **Help**.

About RSS feeds

You can add RSS feeds to your BlackBerry smartphone so that you receive updates on your favorite blogs and websites. You can add RSS feeds directly from a webpage or by using the Social Feeds application. With the Social Feeds application, you can stay current with your social networks and view your RSS feeds in one location.

Add an RSS feed from the browser

1. In the browser, on a webpage with an RSS feed, press the key.
2. Click **Subscribe to RSS Feed**.
3. Select the checkbox beside each feed that you want to add.
4. Click **Subscribe**.
5. Click **OK**.

Troubleshooting: Browser

I can't open a new tab

You might not have enough available memory on your BlackBerry smartphone. Try the following actions:

- Close a tab that you don't need.
- Close other applications that don't need to be open.

Related information

Close an app so that it is not running in the background, 243

I receive a prompt to switch networks when I stream a song or video

If you receive a prompt to switch networks, you can't stream songs or videos with the Internet connection that you are using. If you switch networks, extra fees might apply. For more information, contact your wireless service provider or administrator.

To stop receiving this prompt, in the browser, press the key > **Options**. In the **General** section, below **Prompt Before**, clear the **Switching to Carrier Network for Streaming Media** checkbox.

I cannot play a song or video on a web page

Your BlackBerry smartphone might not support the size or file format of the song or video file.

No browser is available on my smartphone

Depending on your wireless service plan, this feature might not be supported.

Verify that your BlackBerry® smartphone is connected to the wireless network.

Related information

Turn on, turn off, or check the status of a network connection, 255

Calendar

How to: Calendar

Synchronizing calendar

About synchronization and reconciliation

The wireless data synchronization and wireless email reconciliation features are designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) and reconcile email between your BlackBerry smartphone and the email application on your computer over the wireless network.

In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry Desktop Software to synchronize your organizer data. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

About backing up and restoring smartphone data

If you have installed the BlackBerry Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry Enterprise Server, you might be able to restore synchronized organizer data to your smartphone over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your smartphone when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Some characters in calendar entries don't appear correctly after synchronization, 187
Synchronize organizer data over the wireless network, 179

Synchronize organizer data over the wireless network

Before you begin: Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

If you change the same organizer data item on your BlackBerry smartphone and in the email application on your computer, the organizer data on your computer takes precedence over the organizer data on your smartphone.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** checkbox.
4. Press the key > **Save**.

After you finish: If you use the BlackBerry Internet Service, you must use the BlackBerry Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

Related information

Some characters in calendar entries don't appear correctly after synchronization, 187
About synchronization conflicts, 179

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

Calendar basics

Switch calendar views

You can view your appointments and meetings in one of four calendar views. Day view, Week view, and Month view display all your appointments and meetings for the selected time period. Agenda view displays all your scheduled appointments, meetings, and free time in a list.

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **View**.
3. Click a view.

Go to a specific date in the calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the key.
   - To move to a specific date, click **Go To Date**.
   - To move to the current date, click **Go To Today**.

Schedule a meeting or an appointment

Before you begin:

To invite participants to a meeting, your work email account must use a BlackBerry Enterprise Server that supports this feature.

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **New Appointment**.
3. Type the meeting or appointment information.
   - To invite a participant to a meeting, press the key > **Invite Attendee**. Click a participant.
4. Do one of the following:
   - To send the meeting invitation to the participants that you invited, press the key > **Send**.
   - To save an appointment, press the key > **Save**.

Related information

Turn off your smartphone, 300
I can't schedule appointments that span multiple days, 187
I can't set some fields when scheduling appointments, 187

Set an alarm in the calendar

You can set an alarm in the calendar to go off at scheduled days and times. Scheduling alarms in the calendar does not change your regular alarm in the Clock application. Because the alarm tone settings are shared by the alarms in the Calendar and the Clock application, changes to the alarm tone settings will affect the alarms in both applications.

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **New Alarm**.
3. Type the alarm information.
4. If you want the alarm to recur, change the **Recurrence** field.
5. Press the key > **Save**.

Switch calendars

If your BlackBerry smartphone is associated with multiple email accounts, you might have multiple calendars on your smartphone. If you have multiple calendars on your smartphone, you can schedule and manage appointments and meetings in each calendar. For more information, contact your wireless service provider.

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **Select Calendar**.
3. Click a calendar.

Meetings

Schedule a meeting or an appointment

Before you begin:

To invite participants to a meeting, your work email account must use a BlackBerry Enterprise Server that supports this feature.

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **New Appointment**.
3. Type the meeting or appointment information.
   - To invite a participant to a meeting, press the key > **Invite Attendee**. Click a participant.
4. Do one of the following:
   - To send the meeting invitation to the participants that you invited, press the key > **Send**.
   - To save an appointment, press the key > **Save**.

Related information

Turn off your smartphone, 300
I can't schedule appointments that span multiple days, 187
I can't set some fields when scheduling appointments, 187

Delete an appointment, meeting, or alarm

1. On the Home screen, click the **Calendar** icon.
2. Highlight an appointment, meeting, or alarm.
3. Press the key > **Delete**.

Respond to a meeting invitation

1. In a meeting invitation, press the key.
2. Click **Accept**, **Tentative**, or **Decline**.
3. If you declined a delegated meeting invitation, do one of the following:
   - To decline the meeting, click **Decline**.
   - To delegate the meeting back to the sender so that the sender can re-delegate it, click **Delegate**.
4. Do one of the following:
   - To send the response without adding comments, click **Send Response**.
   - To add a comment to your response, click **Add Comments**. Type a comment. Press the key > **Send**.

Note: If you delete a meeting invitation from the Messages application before you accept or decline it, the meeting is deleted from the email application on your computer.

View your calendar when responding to a meeting

In a meeting invitation, press the key > **View Calendar**.

After you finish: To return to the meeting invitation, press the key.

Check availability of meeting participants

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

You can only check availability of meeting participants in your organization.

In a meeting or meeting invitation, below the list of meeting participants, click **View Availability**.

- If you are the meeting organizer, to select the next time that all meeting participants are available, click **Next Available Time**.

- To view a list of the statuses that are associated with the colored bars on the screen (for example, busy or tentative), press the key > **Show Legend**.

Change the list of participants for a meeting

Before you begin: To perform this task, you must be the meeting organizer.

1. In a meeting, in the **Accepted** or **Declined** field, highlight a contact.
2. Press the key.
3. Click **Invite Attendee**, **Change Attendee**, or **Remove Attendee**.
4. Press the key > **Save**.

Forward a meeting invitation

Before you begin: To perform this task, your email account must use the BlackBerry® Internet Service or a BlackBerry® Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

If you do not have the option to forward a meeting invitation, you might be able to delegate a meeting invitation instead.

In a meeting or a meeting invitation, press the key > **Forward**.

Note: If you forward a meeting invitation on behalf of the meeting organizer, only the meeting organizer receives the recipient's response.

Delegate a meeting invitation

Before you begin: To perform this task, you must be using IBM Lotus Notes and your email account must be associated with a BlackBerry Enterprise Server that supports this feature.

If you do not have the option to delegate a meeting invitation, you might be able to forward meeting invitations instead. You might not have the option to delegate a meeting invitation if the meeting organizer has turned off meeting delegation.

1. In a meeting invitation, press the key > **Delegate**.
2. Click a contact.
   - To send the response without adding comments, click **Send Response**.
   - To add a comment to your response, click **Add Comments**. Type a comment. Press the key > **Send**.

Send an email to all meeting participants

In a meeting, meeting invitation, or meeting response, press the key > **Email All Attendees**.

Calendar options

Change how the calendar is displayed

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
   - To change the default view, change the **Initial View** field.
   - To change the start and end time for days, change the **Start Of Day** field and **End Of Day** fields.
   - To change the day that displays as the first day of the week in Week view, change the **First Day Of Week** field.
   - To hide free time in Agenda view, clear the **Show Free Time in Agenda View** check box.
3. Press the key > **Save**.

Change options for reminders

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
   - To change the snooze time for reminders, change the **Snooze** field.
   - To change the default reminder time for calendar entries, change the **Default Reminder** field.
3. Press the key > **Save**.

Related information

Turn off your smartphone, 300

Change options for multiple calendars

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **Options**.
3. Click a calendar.
   - To change the color that is used for appointments from the calendar, change the **Appointment Color** field.
   - To set whether the calendar reminds you of appointments, select or clear the **Display Reminders** check box.
4. Press the key > **Save**.

Change the default calendar

Changing the default calendar changes the email address that meeting invites are sent from.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Calendar (CICAL)** field.
4. Press the key > **Save**.

Change how long your smartphone stores calendar entries

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
3. Change the **Keep Appointments** field.
4. Press the key > **Save**.

Your BlackBerry smartphone deletes calendar entries that are older than the number of days that you set.

Show tasks in the calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
3. Select the **Show Tasks** check box.
4. Press the key > **Save**.

Conference call meetings

About conference calls

You can create two types of conference calls with your BlackBerry smartphone. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your smartphone or computer. Conference call meetings allow participants who have a BlackBerry smartphone to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their smartphone, so that they don't have to dial the conference call bridge number and access codes. If you don't have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Related information

Conference call meetings, 185

Create a conference call meeting from your smartphone

Before you begin: To perform this task, you must be the meeting organizer. If you are not the meeting organizer, you can create a conference call meeting on behalf of another person from your computer.

1. In a meeting, select the **Conference call** checkbox.

2. Type the information for the conference call.
3. Press the key > **Save**.

Create a conference call meeting from your computer

Before you begin: To perform this task, you must be the meeting organizer or be creating the meeting on behalf of the meeting organizer. For information about creating meetings on behalf of another person, see the documentation for the email application on your computer.

You can create a conference call meeting from your computer that your BlackBerry smartphone recognizes. When the conference call meeting starts, participants who have a BlackBerry smartphone can enter the conference call meeting with the Join Now option, if their smartphone supports this feature.

1. In the meeting notes, or in the meeting location field, type **CCP:** and the participant conference call bridge number. Do not include spaces.
2. Type a lowercase **x**. Do not include spaces before or after the x.
3. Type the participant access code. Type a space after the participant access code.
4. Type **CCM:** and the moderator conference call bridge number. Do not include spaces.
5. Type a lowercase **x**. Do not include spaces before or after the x.
6. Type the moderator access code. Type a space after the moderator access code.

Example

If the participant and moderator conference call bridge number is 1-800-555-5555, the moderator access code is 55555#, and the participant access code is 55551#, type **CCP:18005555555x55555# CCM: 18005555555x55551#**, followed by a space.

Enter a conference call meeting

Do one of the following:

- In a meeting notification, click **Join Now**.
- In the calendar, highlight the meeting. Press the key > **Join Now**.

Related information

I can't enter a conference call with the Join Now option, 188

Save your conference call information

You can save your conference call information so that it is added to the conference call fields automatically when you create a conference call meeting from your BlackBerry smartphone.

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Conference Calling**.

3. Type your conference call information.
4. Press the key > **Save**.

Troubleshooting: Calendar

I can't schedule appointments that span multiple days

If you use IBM Lotus Notes, you can't schedule appointments that span multiple days.

I can't set some fields when scheduling appointments

If you use IBM Lotus Notes, you can only change the Subject, Location, Reminder, and Notes fields and the Mark as Private checkbox when you change a recurring appointment or meeting.

Some characters in calendar entries don't appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry smartphone that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

About synchronization conflicts, 179
Synchronize organizer data over the wireless network, 179

I can't enter a conference call with the Join Now option

The Join Now option might not appear in the meeting notification if the meeting organizer isn't using a BlackBerry smartphone that supports the Join Now feature or if the meeting organizer didn't enter the conference call information correctly. You might need to change your smart dialing options so that you can enter the conference call using the Join Now option.

Try the following actions:

- If the Join Now option doesn't appear, to enter the conference call, in the meeting or meeting invitation, click the conference call bridge number and access code that appear in either the **Location** field or the **Notes** section.
- If the Join Now option appears, but you're not able to join, try increasing the default time that your smartphone waits before dialing an extension. From the home screen, press the key. Press the key > **Options** > **Smart Dialing**. In the **To access extensions in all other corporations** section, change the **Wait For** field to the highest value or to **My Response** if your BlackBerry smartphone is connected to a CDMA network. Try entering the conference call with the Join Now option again.

Related information

Enter a conference call meeting, 186

Contacts

How to: Contacts

Contact basics

Add a contact

Do one of the following:

- To add a contact using the Contacts application, on the home screen, click the **Contacts** icon. At the top of the screen, click **New Contact**. Type the contact information. Press the key > **Save**.
- To add a contact from a message, call log, or webpage, highlight the contact name, number, or email address. Press the key > **Add to Contacts** > **Create New Contact**. If necessary, add contact information. Press the key > **Save**.

Related information

Add a contact to your SIM card, 189

Add a contact to your SIM card

1. In the contact list, press the key > **SIM Phone Book**.
2. Press the key > **New**.
3. Type the contact information.
4. Press the key > **Save**.

Related information

Add a contact, 189

Copy contacts to and from SIM card

The Copy All feature can be used to copy contacts from your SIM card to your contacts list. A helpful feature when you are setting up a new device. You can also copy contacts from your contacts list to your SIM card, but they must be copied individually to ensure storage availability. Depending on your wireless service provider, your BlackBerry smartphone might not use a SIM card.

Do one of the following:

- To copy contacts from your SIM card to your contact list, in the contact list, press the key > **SIM Phone Book**. Press the key > **Copy All To Contacts**.
- To copy a contact from your contact list to your SIM Card, in the contact list, click a contact. Highlight a phone number .
- Press the key > **Copy to SIM Phone Book**. Press the key > **Save**.

Create a custom contact field

Custom contact fields can store information that you want to remember about a contact, for example, you might want to add a custom contact field named Sports team or Favorite color. If you create a custom field for a contact, the field appears for all your contacts.

1. When you are adding or changing a contact, in the **Custom Fields** section, click **Add Custom Field**.
2. Click a field.
3. To change the name of the field, place the cursor in the field. Press the key > **Change Field Name**.
4. Type a name for the field. Press the key on the keyboard.
5. Type the information that you want to add to the custom field.
6. Press the key > **Save**.

After you finish: You can synchronize contact fields that you customize on your BlackBerry smartphone with the email application on your computer. For more information about synchronizing contact fields, see the Help in the BlackBerry Desktop Software.

Add a pause or a wait to a phone number

Use a pause or a wait to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry smartphone either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

1. After you type the main part of a phone number in a phone number field, press the key.
2. Click **Add Pause** or **Add Wait**.
3. Type the additional numbers.
4. Press the key > **Save**.

Change or delete a contact

Do one of the following:

- To change a contact, on the home screen, click the **Contacts** icon. Highlight a contact. Press the key > **Edit**. Change the contact information. Press the key > **Save**.

- To change a contact using information on your BlackBerry smartphone, such as information in an email or a calendar entry, highlight the information you want to add to a contact. Press the key > **Add to Contacts** > **Add to Existing Contact**. Click a contact. If necessary, add contact information. Press the key > **Save**.
- To delete a contact from your Contact list, on the home screen, click the **Contacts** icon. Highlight a contact. Press the key > **Delete**.

Change or delete a SIM card contact

1. On the home screen, click the **Contacts** icon.
2. Press the key > **SIM Phone Book**.
3. Highlight a contact.
   - To change a SIM card contact, press the key > **Edit**. Change the contact information. Press the key > **Save**.
   - To delete a SIM card contact, press the key > **Delete**.
   - To delete all SIM card contacts, press the key > **Delete All**.

Search for a contact

You can search for contacts in your contact list or, if your email account uses a BlackBerry Enterprise Server, you might also be able to search for contacts in your organization's contact list.

1. On the home screen, click the **Contacts** icon.
   - To search for a contact in your contact list, type all or part of a contact's name.
   - To search for a contact in your organization's contact list, click **Remote Lookup**. Type all or part of a contact's name. Click **OK**.
2. Highlight a contact.
3. Press the key.
   - To view information for a contact, click **View**.
   - To add a contact from your organization's contact list to your contact list, click **Add to Contacts**.
   - To add all of the contacts from your organization's contact list to your contact list, click **Add All to Contacts**.
   - To view the next 20 matches in your organization's contact list, click **Get More Results**.
   - To narrow search results when a contact's name has multiple matches, highlight a contact's name. Click **Resolve**.
   - To delete the search results after you have searched your organization's contact list, click **Delete Lookup**.
   - To start a new search when you are searching your organization's contact list, click **Lookup**.

Related information

Change how contact names appear in Remote Lookup results, 198

Attach a contact card to a message

You can attach a contact card to an email, a PIN message, or a text message.

1. When you are composing a message, press the key > **Attach** > **Contact**.
2. Find and highlight a contact.
3. Press the key > **Continue**.

Related information

I can't attach a file to a text message, 129

Add a contact picture for caller ID

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the key > **Edit**.
4. Press the key > **Add Picture**.
5. Find, highlight, and click a picture.
6. If necessary, move the crop box to the portion of the picture that you want to use.
7. Press the key > **Crop & Save**.
8. Press the key > **Save**.

Related information

My contact pictures keep changing, 199

Change or delete a contact picture

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the key > **Edit**.
4. Highlight the contact picture.
   - To change the contact picture, press the key > **Replace Picture**. Highlight a picture. Press the key > **Select Picture**.
   - To delete the contact picture, press the > **Delete Picture**.
5. Press the key > **Save**.

Related information

My contact pictures keep changing, 199

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM Lotus Notes, you can apply more than one category to a task on your BlackBerry smartphone, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

Categorize a contact, task, or memo

1. When you are creating or changing a contact, task, or memo, press the key > **Categories**.
2. Select the check box beside a category.
3. Press the key > **Save**.

After you finish: To remove a category from a contact, task, or memo, clear the check box beside the category.

Create a category for contacts, tasks, or memos

You can create categories to organize items in the Contacts application, Tasks application, and MemoPad.

1. On the Home screen or in the **Applications** folder, click the **Contacts** icon, **Tasks** icon, or **MemoPad** icon.
2. Press the key > **Filter**.
3. Press the key > **New**.
4. Type a name for the category.
5. Press the key on the keyboard.

After you finish: To delete a category, highlight the category. Press the key > **Delete**.

Synchronizing contacts

About synchronization and reconciliation

The wireless data synchronization and wireless email reconciliation features are designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) and reconcile email between your BlackBerry smartphone and the email application on your computer over the wireless network.

In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry Desktop Software to synchronize your organizer data. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Synchronize organizer data over the wireless network

Before you begin: Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

If you change the same organizer data item on your BlackBerry smartphone and in the email application on your computer, the organizer data on your computer takes precedence over the organizer data on your smartphone.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** checkbox.
4. Press the key > **Save**.

After you finish: If you use the BlackBerry Internet Service, you must use the BlackBerry Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

Related information

Some characters in calendar entries don't appear correctly after synchronization, 187
About synchronization conflicts, 179

About backing up and restoring smartphone data

If you have installed the BlackBerry Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry Enterprise Server, you might be able to restore synchronized organizer data to your smartphone over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your smartphone when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Some characters in calendar entries don't appear correctly after synchronization, 187
Synchronize organizer data over the wireless network, 179

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

Personal distribution lists

Create a personal distribution list

You can use personal distribution lists when you send email messages, PIN messages, or text messages. Personal distribution lists that you create on your BlackBerry smartphone do not appear in the email application on your computer.

1. On the Home screen, click the **Contacts** icon.
2. Press the key > **New Group**.
3. Type a name for the personal distribution list.
4. Press the key > **Add Member**.
5. Click a contact.
6. To add another contact, repeat steps 4 to 5.
7. Press the key > **Save Group**.

Change or delete a personal distribution list

1. On the Home screen, click the **Contacts** icon.
2. Highlight a personal distribution list.
3. Press the key.
   - To change a personal distribution list, click **Edit Group**. Click a contact. Click **Add Member**, **Change Member**, or **Delete Member**. Press the key > **Save Group**.
   - To delete a personal distribution list, click **Delete Group** > **Delete**.

Note: When you delete a contact from a personal distribution list, the contact remains in your contact list.

Multiple contact lists

About multiple contact lists

If your BlackBerry smartphone is associated with multiple email accounts, you might have contacts from each email account on your smartphone. For example, if your smartphone is associated with a work email account and a personal email account, you might be able to view your work contact list and your personal contact list on your smartphone. For more information, contact your wireless service provider.

View a different contact list

1. On the Home screen, click the **Contacts** icon.
2. Press the key > **Select Contacts**.
3. Click a contact list.

Change the default contact list

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Contact List (SYNC)** field.
4. Press the key > **Save**.

Contact list options

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click the application icon for an application that prompts you before you delete items.
2. Press the key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** checkbox.
5. Press the key > **Save**.

Change the display options for contacts

You can change how your contacts appear in all applications, including the phone, message list, contact list, and calendar.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Language**.
3. Change the **Global Name Display** field.
4. Press the key > **Save**.

View the number of contacts stored on your smartphone

1. On the Home screen, click the **Contacts** icon.
2. Press the key > **Options**.
3. Click a contact list.

The Number of Entries field displays the number of contacts that are stored in the contact list.

Sort contacts or tasks

1. On the Home screen or in the **Applications** folder, click the **Contacts** icon or **Tasks** icon.
2. Press the key > **Options**.
3. If necessary, click **General Options**.
4. Change the **Sort By** field.
5. Press the key > **Save**.

Change how contact names appear in Remote Lookup results

By default, when you search for a contact in your organization's contact list, the contact's display name will appear in the search results. You can choose to display a contact's first and last names instead.

1. On the home screen, click the **Contacts** icon.
2. Press the key > **Options**.
3. Click **Contact Display and Actions**.
4. Clear the **Show Display Name** checkbox.
5. Press the key > **Save**.

Store SIM card contacts on your wireless service provider's contact backup server

Depending on your wireless service provider and your wireless service plan, you might be able to store your contacts on your wireless service provider's contact backup server. For more information, contact your wireless service provider.

Replace or merge contacts on your wireless service provider's contact backup server

To perform this task, you will need to sign up for your wireless service provider's contact backup service and you must have backed up your SIM card phone book to your wireless service provider's contact backup server. When you insert a new SIM card in your BlackBerry smartphone, you can choose to replace or merge that SIM card's phone book with the contacts that you have backed up on your wireless service provider's contact backup server.

1. Insert a new SIM card into your smartphone or switch your SIM card.
2. On the home screen, click the **Contacts** icon.
3. When prompted to sign up for contact backup service, select **Yes**.
   - To replace your SIM card phone book with the contacts you backed up to your wireless service provider's contact backup server, click **Delete**.
   - To merge your SIM card phone book with the contacts you backed up to your wireless service provider's contact backup server, click **Do Not Delete**.
4. Click **Next**.

Troubleshooting: Contacts

Contact list field data isn't appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you can't add a contact's birthday to a custom contact list field on your BlackBerry smartphone and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Related information

Create a custom contact field, 190

My contact pictures keep changing

The contact pictures in applications (for example, in the contacts application), might change if you set more than one application on your BlackBerry smartphone to replace contact pictures. Depending on how often or how many of your contact pictures are being replaced by other applications, you might experience increased data charges.

To stop contact pictures from changing, you must change the options in each application that is replacing your contact pictures.

Clock

How to: Clock

Set the date and time

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Set Time**.
   - To get the date and time from the wireless network automatically, change the **Update Time** field to **Automatic**. Note that you must be connected to the wireless network.
   - To set the date and time manually, change the **Update Time** field to **Manual**. Click the **Set Time** or **Set Date** field. Change the time or date. Click **OK**.
3. Do any of the following:
   - To receive a prompt when your BlackBerry smartphone detects a new time zone, change the **Auto Update Time Zone** field to **Prompt**.
   - To have your smartphone update the time zone automatically when it detects a new time zone, change the **Auto Update Time Zone** field to **On**.
4. Press the key > **Save**.

Related information

The time on my smartphone isn't correct, 204

Display a second time zone on the clock

You can show two times zones on the clock. For example, if you travel to a different time zone, you can display the time in your current location and the time in your home time zone.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. Change the **Home Time Zone** field.
4. Press the key > **Save**.

Related information

The time on my smartphone isn't correct, 204

Change the clock face

You can set a different clock face for the clock, stopwatch and timer.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. Change the **Clock Face** field, **Stopwatch Face** field or **Timer Face** field.
4. Press the key > **Save**.

Change what appears on the screen when your smartphone is charging

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. Change the **When Charging** field.
4. Press the key > **Save**.

Turn on the alarm

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Set Alarm**.
3. On the trackpad, slide your finger up or down to highlight **On** or **Weekdays**.
4. Click the trackpad.

At the top of the Home screen, a clock indicator appears.

After you finish:

To set additional alarms or to set alarms for certain days of the week, you can schedule alarms through the Calendar application.

Related information

Turn off your smartphone, 300
Set an alarm in the calendar, 181

Silence the alarm

- If snooze is not turned on, click **Dismiss**.
- If snooze is turned on, click **Snooze**.

Change alarm notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. In the **Alarm** section, change the **Alarm Tone** field, **Volume** field, **Snooze Time** field, and **Vibration** field.
4. Press the key > **Save**.

Set options for bedside clock mode

You can set which sounds or notifications are turned off when bedside clock mode is on.

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. In the **Bedside Mode** section, do any of the following:
   - To turn off the flashing LED notification, select the **Disable LED** checkbox.
   - To turn off the connection to the wireless network, so that your BlackBerry smartphone doesn't receive phone calls or messages, select the **Disable Radio** checkbox.
   - To dim the screen, select the **Dim Screen** checkbox.
   - To use a different sound profile, change the **Sound Profile** field.
4. Press the key > **Save**.

Turn on bedside clock mode

You can set options for bedside clock mode so that you can view the clock without being interrupted by incoming calls or messages.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Enter Bedside Mode**.

After you finish: To turn off bedside clock mode, press the key.

Use the stopwatch

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Stopwatch**.
3. Click the **start/stop** icon.
   - To record lap times, click the **lap** icon.
   - To stop timing, click the **start/stop** icon again.
   - To send the results in a message, press the key > **Send Results**. Click a message type.

Use the timer

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Timer**.
3. Press the key > **Set Timer**.
4. Set the time.
5. Click **OK**.
   - To start or stop the timer, click the **start/stop** icon.
   - To reset the timer, click the **reset** icon.

The timer continues to count down after you exit the Clock application.

Change timer notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Options**.
3. In the **Countdown Timer** section, change the **Timer Tone**, **Volume**, or **Vibration** fields.
4. Press the key > **Save**.

Troubleshooting: Clock

The time on my smartphone isn't correct

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key > **Set Time**.
3. Try one of the following actions:

- If the **Update Time** field is set to Automatic, press the key > **Update Time**.
- If you've traveled to a different time zone, set the **Time Zone** field to display the correct time zone.
- If you're in a region that has recently made changes to daylight saving time or has switched to a different time zone, you might need to update the time zone data on your BlackBerry smartphone. To update the time zone data, press the key > **Get Time Zone Updates**. For this feature to be supported, your wireless service plan must include data services (such as email messages or browser service). If your email account uses a BlackBerry Enterprise Server, you might not be able update your time zone data. For more information, contact your administrator.

Related information

Display a second time zone on the clock, 200
Set the date and time, 200

Tasks and memos

Create a task or memo

You can create tasks in the Tasks application or Calendar application, and you can make any of your tasks visible in the calendar.

1. On the Home screen, click the **Calendar** icon, or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
   - To create a task in the Calendar application, press the key > **New**. Type the task title and fill in the details, such as the due date and recurrence.
   - To create a task in the Tasks application, click **Add Task**. Type the task title and fill in the details, such as the due date and recurrence.
   - To create a memo, click **New Memo**. Type a title and the memo.
2. Press the key > **Save**.

Send a task or memo

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.
2. Highlight a task or memo.
3. Press the key > **Forward As**.
4. Click a message type.

Change or delete a task or memo

On the Home screen or in the **Applications** folder, click the **Tasks** icon or **MemoPad** icon.

- To change the task or memo, click it. Change the task or memo information. Press the key > **Save**.

- To delete the task or memo, highlight it. Press the key > **Delete**.

Change the status of a task

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Highlight a task.
3. Press the key.
   - To mark the task as complete, click **Mark Completed**.
   - To mark the task as deferred, in progress, or waiting, click **Open**. Change the **Status** field. Press the key > **Save**.

Hide completed tasks

1. On the Home screen or in the **Applications** folder, click the **Tasks** icon.
2. Press the key > **Hide Completed**.

Show tasks in the calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the key > **Options** > **Calendar Display and Actions**.
3. Select the **Show Tasks** check box.
4. Press the key > **Save**.

Synchronizing tasks and memos

About synchronization and reconciliation

The wireless data synchronization and wireless email reconciliation features are designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) and reconcile email between your BlackBerry smartphone and the email application on your computer over the wireless network.

In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry Desktop Software to synchronize your organizer data. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Synchronize organizer data over the wireless network

Before you begin: Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

If you change the same organizer data item on your BlackBerry smartphone and in the email application on your computer, the organizer data on your computer takes precedence over the organizer data on your smartphone.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** checkbox.
4. Press the key > **Save**.

After you finish: If you use the BlackBerry Internet Service, you must use the BlackBerry Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

Related information

Some characters in calendar entries don't appear correctly after synchronization, 187
About synchronization conflicts, 179

About backing up and restoring smartphone data

If you have installed the BlackBerry Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

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About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your smartphone when a data synchronization conflict occurs.

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Related information

Some characters in calendar entries don't appear correctly after synchronization, 187
Synchronize organizer data over the wireless network, 179

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM Lotus Notes, you can apply more than one category to a task on your BlackBerry smartphone, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

Categorize a contact, task, or memo

1. When you are creating or changing a contact, task, or memo, press the key > **Categories**.
2. Select the check box beside a category.
3. Press the key > **Save**.

After you finish: To remove a category from a contact, task, or memo, clear the check box beside the category.

Create a category for contacts, tasks, or memos

You can create categories to organize items in the Contacts application, Tasks application, and MemoPad.

1. On the Home screen or in the **Applications** folder, click the **Contacts** icon, **Tasks** icon, or **MemoPad** icon.
2. Press the key > **Filter**.
3. Press the key > **New**.
4. Type a name for the category.
5. Press the key on the keyboard.

After you finish: To delete a category, highlight the category. Press the key > **Delete**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click the application icon for an application that prompts you before you delete items.
2. Press the key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** checkbox.
5. Press the key > **Save**.

Typing

How to: Typing

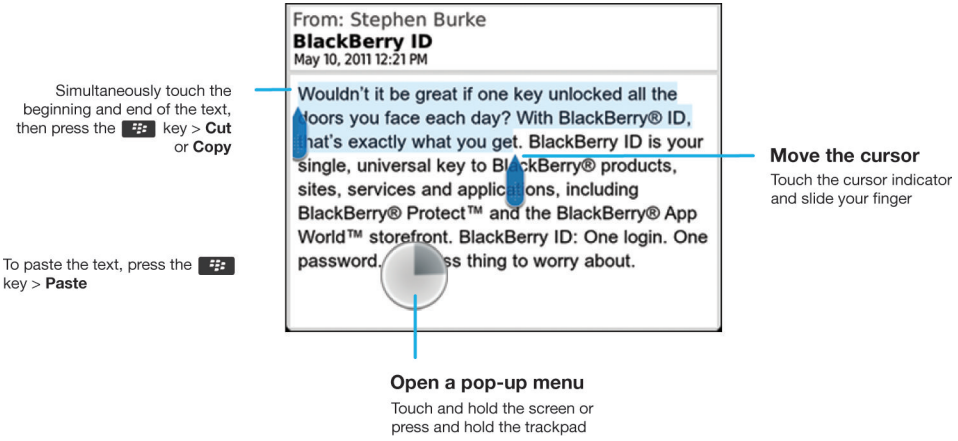
Typing icons

These icons appear in the upper-right corner of the screen when you type.

	CAP lock (capital letter lock)		Multi-tap mode
	NUM lock (number lock)		Current input language
	Alt mode		

Typing basics

Copy and paste at a glance


Simultaneously touch the beginning and end of the text, then press the key > Cut or Copy
To paste the text, press the key > Paste
From: Stephen Burke
BlackBerry ID
May 10, 2011 12:21 PM
Wouldn't it be great if one key unlocked all the doors you face each day? With BlackBerry® ID, that's exactly what you get. BlackBerry ID is your single, universal key to BlackBerry® products, sites, services and applications, including BlackBerry® Protect™ and the BlackBerry® App World™ storefront. BlackBerry ID: One login. One password. One less thing to worry about.
Move the cursor
Touch the cursor indicator and slide your finger
Open a pop-up menu
Touch and hold the screen or press and hold the trackpad

Highlight, cut, copy, or paste text

1. Press and hold the ⇧aA key.
   - To highlight text character by character, on the trackpad, slide your finger left or right.
   - To highlight text line by line, on the trackpad, slide your finger up or down.
2. Press the BB key.
3. Click **Cut** or **Copy**.
4. Place the cursor where you want to insert the cut or copied text.
5. Press the BB key > **Paste**.

Type a symbol

Press the sym key. Type the letter that appears below the symbol.

Type a special character or letter with an accent

Clear text from a field

In a field that you typed text into, press the BB key > **Clear Field**.

Typing input methods

About typing input methods

The typing input method that you use determines how you type. For example, if you're using the predictive input method, your BlackBerry smartphone displays a list of suggested words as you type so that you don't have to type the entire word.

The language that you're typing in determines the typing input methods that are available. If you're typing in a language that has multiple typing input methods, you can switch between typing input methods when you're typing. When you're typing in certain fields such as password fields, your smartphone might automatically switch your typing input method.

Change options for typing input methods

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, click **Advanced Style Options**.

4. Change the options.
5. Press the key > **Save**.

Change your typing style

You can change how your BlackBerry smartphone recognizes what you type by selecting a typing style.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, do one of the following:
   - To turn off all typing assistance, change the **Style** field to **Direct**.
   - To set your smartphone to suggest word predictions as you type, change the **Style** field to **Predictive**.
4. Press the key > **Save**.

Related information

I have no Advanced Style Options, 218

Type text using the predictive input method

When you are typing text, do any of the following:

- To select the highlighted suggestion and start typing a new word, press the key on the keyboard.
- To select the highlighted suggestion and continue typing, click the word.
- To ignore the suggestions, keep typing.

Find more information about typing in other languages

You can learn to type in other languages such as Chinese and Thai by reading the Typing Guides that are available online. Visit www.blackberry.com/go/docs and search for the Typing Guide in your language.

Turn on or turn off trackpad sounds

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Select or clear the **Audible Roll** checkbox.
4. Press the key > **Save**.

Set the trackpad sensitivity

You can set how the trackpad responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Change the **Horizontal Sensitivity** field and **Vertical Sensitivity** field.
4. Press the key > **Save**.

Set the touch screen sensitivity

You can set how sensitive the screen is to your touch.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Touchscreen Sensitivity**.
   - If you want the screen to respond faster when you tap it, change the **Double Tap Interval** field to a lower number.
   - If you want the screen to respond faster when you touch and hold it, for example, when you touch and hold the screen to open a pop-up menu, change the **Hover Period** field to a faster speed.
3. Press the key > **Save**.

Set the cursor speed

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Keyboard**.
3. Change the **Key Rate** field.
4. Press the key > **Save**.

Custom dictionary

Add, change, or delete a word in the custom dictionary

You can add words to the custom dictionary so that your BlackBerry smartphone recognizes the word when you check spelling.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Custom Dictionary**.
   - To add a word to the custom dictionary, press the key > **New**. Type a word or letter combination. Press the key on the keyboard.
   - To change a word in the custom dictionary, press the key > **Edit**. Change the word. Press the key on the keyboard.
   - To delete a word from the custom dictionary, highlight the word. Press the key > **Delete**.

Stop adding items automatically to the custom dictionary

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, click **Advanced Style Options**.
4. Clear the **Typing** checkbox.
5. Clear the **Names** checkbox.
6. Change the **Email** field to **Off**.
7. Press the key > **Save**.

Word substitution

Depending on the display language that you use, this feature might not be supported.

About word substitution

Word substitution is designed to replace specific text that you type with preloaded word substitution entries. If you type text that can be replaced with a word substitution entry, the text changes after you press the Space key.

Your BlackBerry smartphone has built-in word substitution entries that correct common mistakes. For example, word substitution changes hte to the. You can create word substitution entries for your common typing mistakes or for abbreviations. For example, you might create a word substitution entry that replaces ttyl with talk to you later.

Related information

Change or delete a word substitution entry, 216
Create a word substitution entry, 216

Undo a word substitution change

If the word substitution feature changes a word that you don't want to change, you can undo the change.

When you're typing, press the del key twice.

Create a word substitution entry

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Word Substitution**.
3. Press the key > **New**.
4. In the **Replace** field, type the text to replace.
5. In the **With** field, do one of the following:
   - Type replacement text.
   - To insert a macro (for example, the current date or time), press the key > **Insert Macro**.
6. Do one of the following:
   - To capitalize the entry exactly as you typed it, change the **Using** field to **Specified Case**.
   - To capitalize the entry according to the context, change the **Using** field to **SmartCase**.
7. In the **Language** field, change the language.
8. Press the key > **Save**.

Change or delete a word substitution entry

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Word Substitution**.
3. Highlight a word substitution entry.
4. Press the key.
   - To change the word substitution entry, click **Edit**. Change the entry. Press the key > **Save**.
   - To delete the word substitution entry, click **Delete**.

Turn off word substitution

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, click **Advanced Style Options**.
4. Clear the **Spelling** checkbox.
5. Press the key > **Save**.

Spelling checker

You can check spelling if your input language is set to Afrikaans, Arabic, Catalan, Croatian, Czech, Danish, Dutch, English, French, German, Greek, Hebrew, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, or Turkish.

Stop displaying spelling suggestions in the list that appears when you type

By default, if you start typing a letter combination that your BlackBerry smartphone doesn't recognize, spelling suggestions, when available, appear in bold in the list that appears when you type.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, click **Advanced Style Options**.
4. Clear the **Spelling** checkbox.
5. Press the key > **Save**.

Change options for checking spelling

You can change the type and length of words that the spelling checker includes when checking spelling. For example, you might not want the spelling checker to include acronyms or one-letter words. You can also set your BlackBerry smartphone to check spelling automatically before you send an email.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Spell Check**.
3. Change one or more options.
4. Press the key > **Save**.

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. Press the key > **Check Spelling**.
2. Do any of the following:
   - To accept the suggested spelling, click a word in the list that appears.
   - To ignore the suggested spelling, press the key.
   - To ignore all instances of the suggested spelling, press the key > **Ignore All**.
   - To add the word to the custom dictionary, press the key > **Add To Dictionary**.

- To stop checking spelling, press the  key > **Cancel Spell Check**.

Related information

I can't check spelling, 218

Troubleshooting: Typing

I can't check spelling

You can check only the spelling of text that you type. You can check spelling in English, Afrikaans, Arabic, Catalan, Croatian, Czech, Danish, Dutch, French, German, Greek, Hebrew, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish, Swedish, and Turkish.

I have no Advanced Style Options

If you changed your smartphone typing style to **Direct**, **Advanced Style Options** isn't available.

If you change your smartphone typing style back to a typing style other than **Direct**, **Advanced Style Options** becomes available again.

Related information

Change your typing style, 213

Keyboard

How to: Keyboard

Assign an application to a convenience key

Your BlackBerry smartphone has one or more convenience keys on the side of the smartphone. Depending on your theme, you might not be able to change the application that is assigned to a convenience key.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Convenience Key**.
3. Change the **Convenience Key Opens** field.
4. Press the key > **Save**.

Change the default currency symbol

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Keyboard**.
3. Change the **Currency Key** field.
4. Press the key > **Save**.

Set the cursor speed

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Keyboard**.
3. Change the **Key Rate** field.
4. Press the key > **Save**.

Turn on key tones

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Keyboard**.
3. Select the **Key Tone** checkbox.
4. Press the key > **Save**.

Turn on or turn off trackpad sounds

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Select or clear the **Audible Roll** checkbox.
4. Press the key > **Save**.

Set the trackpad sensitivity

You can set how the trackpad responds to your touch. A high sensitivity level requires less pressure than a lower sensitivity level.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Trackpad Sensitivity**.
3. Change the **Horizontal Sensitivity** field and **Vertical Sensitivity** field.
4. Press the key > **Save**.

Set the touch screen sensitivity

You can set how sensitive the screen is to your touch.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Touchscreen Sensitivity**.
    - If you want the screen to respond faster when you tap it, change the **Double Tap Interval** field to a lower number.
    - If you want the screen to respond faster when you touch and hold it, for example, when you touch and hold the screen to open a pop-up menu, change the **Hover Period** field to a faster speed.

3. Press the key > **Save**.

Troubleshooting: Keyboard

No application opens when I press a Convenience key

Try the following:

- If you haven't done so, assign an application to the key.
- Verify that you didn't delete the application that you assigned to the key.

Language

How to: Language

About typing input languages

You can set a typing input language to use when you type. The typing input language can be different from the display language. For example, you might use your BlackBerry smartphone in French, but type messages in English.

When you set a typing input language, Word Substitution and other typing options change to the selected language.

Add a language to your smartphone

You can use the BlackBerry Desktop Software to add a typing input or display language to your BlackBerry smartphone. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.

Connect your smartphone to your computer and open the BlackBerry Desktop Software.

After you finish:

For more information about adding typing input and display languages, see the Help in the BlackBerry Desktop Software.

Related information

I can't find a display language on my smartphone, 224

Delete a language from your smartphone

You can delete typing input or display languages that you don't use to increase the amount of storage space available on your BlackBerry smartphone.

1. On the home screen, click the **Setup** icon.
2. Click **Languages and Input Methods**.

3. Under **Manage Languages and Input Methods**, select the languages you want to keep.
4. Click **Update**.

Any languages that you don't select are deleted from your smartphone.

Change an input or display language

Before you begin: In order to change an input or display language, the language must already be installed on your BlackBerry smartphone. If the language you want to use is not installed on your smartphone, you might be able to add it using the BlackBerry Desktop Software. For more information, see the Help in the *BlackBerry Desktop Software* .

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
3. For each field, in the drop-down list, click the language you want to use.
4. Press the key > **Save**.

Use a shortcut for switching typing input languages

When you use a shortcut to switch languages, your smartphone allows you to switch between the languages that you have set in the Input Language field.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
   - To switch the typing input language by holding the alt key and pressing the key, change the **Shortcut Keys** field to **Alt-Enter**.
   - To switch the typing input language by holding the aA key and pressing the space key, change the **Shortcut Keys** field to **Shift-Space**.
3. Press the key > **Save**.

After you finish: To turn off the shortcut for switching typing input languages, change the **Shortcut Keys** field to **None**.

Change which languages appear when you switch input languages

1. On the home screen or in a folder, click the **Options** icon.

2. Click **Typing and Language** > **Language**.
3. Beside **Input Language**, click **Manage**.
4. Select or clear the checkbox beside a language.
5. Click **Save**.

Troubleshooting: Language

Some characters don't appear correctly on my smartphone

The BlackBerry Enterprise Server or BlackBerry Internet Service that's associated with your BlackBerry smartphone might not support the characters. For more information, contact your wireless service provider or administrator.

I can't find a display language on my smartphone

If you can't find a display language on your BlackBerry smartphone, the display language might not be installed. To add a language to your smartphone, you can use the BlackBerry Desktop Software.

Related information

Add a language to your smartphone, 222

Screen display

How to: Screen display

Use a picture as your smartphone wallpaper

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Browse to a picture.
3. Press the key > **Set As Wallpaper**.

Related information

My display changed, 230

Set options for backlighting

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Do any of the following:
   - To change the brightness of the backlight for the screen, change the **Backlight Brightness** field.
   - To change the length of time that the backlight stays on when you're not touching your BlackBerry smartphone, change the **Backlight Timeout** field.
   - To stop the backlight from adjusting to lighting conditions, clear the **Automatically Dim Backlight** checkbox.
4. Press the key > **Save**.

Related information

The screen turns off, 41

Change the display font

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Change the font fields.
4. Press the key > **Save**.

Related information

Use grayscale or reverse contrast for the screen display, 229
Screen display, 225

Organizing applications on the Home screen

About organizing application icons

Application icons can appear on the Home screen or in folders on the Home screen. If you cannot see all your application icons, they might be hidden. You can make all your application icons visible on the Home screen or in folders by selecting Show All Icons from the Home screen menu.

You can reorder application icons to change which icons appear first on the Home screen. You can also create and delete folders, change the folder icon style for folders that you create, and move application icons into folders and out of folders.

You can also select which panels appear on the Home screen by selecting Manage Panels from the Home screen menu.

Show, hide, or find an application icon

Depending on your theme, you might not be able to hide some application icons. You can also hide optional BlackBerry Device Software updates.

On the home screen or in a folder, do any of the following:

- To see all your application icons, on the navigation bar, click **All**.
- To hide an application icon, highlight the icon. Press the key > **Hide Icon**. If the icon appears in other panels, you can hide the icon in all panels or in the current panel only.
- To show all hidden application icons, press the key > **Show All Icons**.
- To stop hiding an application icon, highlight the icon. Press the key > **Unhide Icon**.
- To hide the icon, click the **Options** icon. Click **Device** > **Software Updates**. Highlight a software version. Press the key > **Hide**.

- To show all hidden BlackBerry Device Software updates, click the **Options** icon. Click **Device** > **Software Updates**. Press the key > **Show All**.

Related information

My display changed, 230

Move an application icon

1. On the Home screen or in an application folder, highlight an application icon.
2. Press the key.
   - To move the application icon to a different location on the Home screen, click **Move**. Click the new location.
   - To move the application icon into an application folder, click **Move To Folder**. Click an application folder.
   - To move the application icon out of an application folder, click **Move To Folder**. Click **Home** or an application folder.

Change where apps that you download appear

To find your downloaded apps more easily, you can set them to appear in a certain folder, including folders you create.

1. On the home screen, press the key > **Options**.
2. Change the **Downloads Folder** field.
3. Press the key > **Save**.

Add, rename, or delete a folder on the home screen

On the home screen, do one of the following:

- To add a folder, press the key > **Add Folder**. Type a name for the folder. Click **Add**.
- To rename a folder, highlight a folder. Press the key > **Edit Folder**. Type a name for the folder. Click **Save**.
- To delete a folder, highlight a folder. Press the key > **Delete**.

Add a message that appears when your smartphone is locked

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Message on Lock Screen**.
3. Type the text that you want to appear on the screen when your smartphone is locked.

4. Press the key > **Save**.

Related information

Lock or unlock your smartphone, 29

Set the touch screen sensitivity

You can set how sensitive the screen is to your touch.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Touchscreen Sensitivity**.
   - If you want the screen to respond faster when you tap it, change the **Double Tap Interval** field to a lower number.
   - If you want the screen to respond faster when you touch and hold it, for example, when you touch and hold the screen to open a pop-up menu, change the **Hover Period** field to a faster speed.
3. Press the key > **Save**.

Turn off pop-up menus

You can stop pop-up menus from appearing when you touch and hold your finger on the screen.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Touchscreen Sensitivity**.
3. Clear the **Open Pop-up Menu on Touch-hold** checkbox.
4. Press the key > **Save**.

Turn on flashing LED notification for wireless coverage

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Select the **LED Coverage Indicator** checkbox.
4. Press the key > **Save**.

When your BlackBerry smartphone is connected to the wireless network, the LED light flashes green.

After you finish: To turn off the wireless coverage notification, clear the **LED Coverage Indicator** checkbox.

Use grayscale or reverse contrast for the screen display

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
   - To use grayscale for the screen display, change the **Color Contrast** field to **Greyscale**.
   - To use reverse contrast for the screen display, change the **Color Contrast** field to **Reverse Contrast**.
3. Press the key > **Save**.

Themes

About themes

Depending on your wireless service provider, you might be able to set a theme on your BlackBerry smartphone that changes how items such as applications, indicators, words, and icons appear. Themes might be preloaded on your smartphone. You might also be able to download themes from the BlackBerry App World.

Change themes

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. In the **Theme** section, click a theme.
4. Click **Activate**.

After you finish: To delete a theme, click the theme. Click **Delete**.

Related information

My display changed, 230

Troubleshooting: Screen display

My display changed

Depending on your theme, display options such as icons, fonts, and your home screen background might change when you switch themes.

No application opens when I press a Convenience key

Try the following:

- If you haven't done so, assign an application to the key.
- Verify that you didn't delete the application that you assigned to the key.

The screen turns off

When you don't use your BlackBerry smartphone for a period of time, the screen turns off to conserve battery power. You can change the length of time that the backlight stays on when you aren't touching your smartphone.

To turn on the screen, click the trackpad or press a key.

Related information

Set options for backlighting, 225

A pop-up menu appears when I touch the screen

When you touch and hold your finger on the screen for a certain amount of time, a pop-up menu appears to provide a quick way to select common menu items.

You can turn off pop-up menus or change the touchscreen sensitivity options to increase the amount of time before pop-up menus appear.

Related information

Turn off pop-up menus, 228

Set the touch screen sensitivity, 214

GPS technology

Depending on your wireless service provider, this feature might not be supported.

How to: GPS technology

Depending on your wireless service provider, this feature might not be supported.

Turn off location aiding or location data

Location aiding and location data, if available for your BlackBerry smartphone, improve the performance of GPS technology, but because these features use the wireless network, your data service charges might be increased. To avoid these charges, you can turn off location aiding or location data, but it might take longer for your smartphone to get your GPS location. For more information about data service charges, contact your wireless service provider.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
   - To turn off location aiding, in the **Location Aiding** section, change the **Setting** field to **Disabled**.
   - To turn off location aiding while roaming, in the **Location Aiding** section, change the **Setting** field to **Disabled While Roaming**.
   - To turn off location data, in the **Location Data** section, change the **Setting** field to **Disabled**.
   - To turn off location data while roaming, in the **Location Data** section, change the **Setting** field to **Disabled While Roaming**.
3. Press the key > **Save**.

Turn on GPS technology

Before you begin: Depending on your BlackBerry® smartphone model and wireless network, this feature might not be supported.

Note: The GPS options that appear on your smartphone might differ slightly from the options that appear in this task.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **Location Services** field to **Location On**.
4. Press the key > **Save**.

After you finish: To turn off GPS technology, change the **Location Services** field to **Location Off**.

Set the GPS receiver that you use to track your movement

Before you begin: To perform this task, if you don't have an internal GPS receiver, you must pair your BlackBerry smartphone with a Bluetooth enabled GPS receiver.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **GPS Data Source** field.
4. Press the key > **Save**.

Prevent others from tracking your location

If your email account uses a BlackBerry Enterprise Server, your administrator might be able to track the location of your BlackBerry smartphone. For more information, contact your administrator.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **Location Services** field to **Location Off**.
4. Press the key > **Save**.

Get your GPS location

Before you begin: Depending on your wireless service provider and wireless network, this feature might not be supported. Your BlackBerry smartphone must have an internal GPS receiver or be paired with a Bluetooth enabled GPS receiver to perform this task.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Press the key > **Refresh Location**.

The longitude and latitude coordinates for your current location appear.

Troubleshooting: GPS technology

Depending on your wireless service provider, this feature might not be supported.

I can't use GPS technology

Depending on your wireless service provider, this feature might not be supported.

If you are outdoors, move away from buildings and expose your BlackBerry smartphone to open sky. If you are indoors, move close to a window.

If you paired your smartphone with a Bluetooth enabled GPS receiver, verify that the Bluetooth enabled GPS receiver is turned on. If you are using GPS technology for the first time, wait a short period of time for your smartphone to get your GPS location.

If your email account is associated with a BlackBerry Enterprise Server, your administrator can add the IT policy rule to your smartphone that turns off GPS technology. For more information, contact your adminstrator.

Maps

How to: Maps

Map basics

Get directions

1. On the home screen, click the **Messages** icon.
2. Press the key > **Get Directions**.
3. Do one of the following to specify a starting location:
   - To specify your current location, if your BlackBerry smartphone has an internal GPS receiver or is paired with a Bluetooth enabled GPS receiver, set the **Start** field to **My Location**.
   - To specify the location that you're currently viewing on a map, set the **Start** field to **Use center of map**. If you're viewing a favorite location, click the location address.
   - To specify a new location by selecting the location on a map, set the **Start** field to **Select from map**. Click the location on the map.
   - To specify a location or contact, set the **Start** field to **Find Location**. In the **Find a store, café, etc.** field, type the information for the location or contact. Press the key. Click a location or contact.
   - To specify a new location by typing the address, set the **Start** field to **Find Location**. In the **Find an address** field, type the address. Press the key. Click the location.
   - To specify a favorite location, set the **Start** field to **From Favorites**. In the list, click a favorite location.
4. Repeat step 3 to specify an ending location.
5. To change the route options, click **Route Options**. Select the **Fastest** or **Shortest** option. Select or clear the checkbox beside one or more route options. Click **OK**.
6. Click **Search**.

After you finish:

- To view your route on a map, press the key > **View on Map**.
- To reverse the list of directions, press the key > **Reverse Directions**.

Clear a map

When you clear a map, any route information displayed on the map no longer appears.

1. On the Home screen, click the **Maps** icon.
2. On a map, press the > **Clear Map**.

View an address on a map using a link

When your BlackBerry smartphone recognizes an address in certain applications, such as instant messaging applications or the MemoPad, your smartphone underlines the address.

1. Highlight an underlined address.
2. Press the key > **View on Map**.

Send a location

You can send a location as a message, for example, in an email or instant message. The message that you send includes a link to the location so that the recipient can view the location on a map.

1. Do one of the following:
   - To send a location you are viewing on a map, press the key.
   - To send a location that's in a list, such as your list of favorite locations, go to the list. Highlight the location. Press the key.
2. Click **Send Location**.
3. Click a message type.

Copy a location

1. Do one of the following:
   - To copy a location you are viewing on a map, press the key.
   - To copy a location that's in a list, such as your list of favorite locations, go to the list. Highlight the location. Press the key.
2. Click **Copy Location**.

After you finish: To paste the location, press the key > **Paste**.

Zoom in to or out from a map

To zoom in to or out from a map, your BlackBerry smartphone must be in zoom mode and not pan mode. The mode that your smartphone is in is displayed at the top of the map.

1. On the Home screen, click the **Maps** icon.
2. If your smartphone is in pan mode, press the key > **Zoom Mode**.
3. Do one of the following:
   - To zoom in, on the trackpad, slide your finger up.
   - To zoom to a point on a map, press the key > **Zoom to Point**.
   - To zoom out, on the trackpad, slide your finger down.

Pan a map

To pan a map, your BlackBerry smartphone must be in pan mode and not zoom mode. The mode that your smartphone is in is displayed at the top of the map.

1. On the Home screen, click the **Maps** icon.
2. If your smartphone is in zoom mode, press the key > **Pan Mode**.
3. On the trackpad, slide your finger in any direction.

Map favorites

Add a location to your list of favorites

1. On the Home screen, click the **Maps** icon.
2. View a location on a map.
3. Press the key > **Add as Favorite** > **OK**.

After you finish: To view the list of your favorite locations, press the key > **Favorites**.

View your favorite locations on a map

You can view all of your favorite locations on a map or you can pick and choose which favorite locations are displayed.

1. On the home screen, click the **Maps** icon.
2. Press the key > **Favorites**.
3. Do one of the following:
   - To show all favorite locations, select the **Show All Favorites on the Map** checkbox.
   - To remove favorite locations from a map, clear the **Show All Favorites on the Map** checkbox, and then clear the favorite locations that you don't want to appear.
4. Press the key.

Change the information for a location in your list of favorites

1. On the Home screen, click the **Maps** icon.
2. Press the key > **Favorites**.
3. Highlight a location.
4. Press the key > **Edit Favorite**.
5. Do any of the following:
   - In the **Label** field, type a new name for the location.
   - In the **Description** field, type a description of the location.
6. Click **OK**.

Delete a location from your list of favorites

1. On the Home screen, click the **Maps** icon.
2. Press the key > **Favorites**.
3. Highlight a location.
4. Press the key > **Remove as Favorite**.
5. Click **Yes**.

Promotions and coupons

Find promotions near you

You can use the Maps application to find the locations of available promotions.

1. On the home screen, click the **Maps** icon.
2. Press the key > **Show Deals**.
3. Do one of the following:
   - To sort promotions by distance from your current location, select **Sort from my location**.
   - To sort promotions by distance on the map you're vieweing, select **Sort from map center**.
   - To view the location of the deals on the map, select **View All on Map**.

After you finish: To remove promotion markers from a map, press the key > **Clear Map**.

Depending on your wireless service provider, this feature might not be available.

View a coupon or a Groupon offer

If a promotion includes a coupon or a Groupon offer, you can view the offer details on the promotion page. If you have a Groupon account, you can log in from the Maps application.

1. On the home screen, click the **Maps** icon.
2. Press the key > **Show Deals**.
3. Select a promotion.
4. Select **Show Coupon**.

View more promotion details

1. On the home screen, click the **Maps** icon.
2. Press the key > **Show Deals**.
3. Do any of the following:
   - To view the promotion location, select **Map**.
   - To view directions to the promotion location, select **Route**, confirm the **Start** and **End** locations, and select **Search**.
   - To view the related website, select **Web**.
   - To call the business, select **Call**.

Personalize: Maps

Change the units of measure for maps

1. On a map, press the key > **Options**.
2. Click **Set Global Map Services**.
3. Change the **System of Measurement** field.
4. Press the key > **Save**.

Change the font settings for maps

If you change the font settings for maps, your font settings for all other applications do not change.

1. On a map, press the key > **Options**.
2. Click **Set Global Map Services**.
3. Perform any of the following actions:
   - Change the **Default Font Family** field.
   - Change the **Minimum Font Size** field.
4. Press the key > **Save**.

Change the display language for maps

If you change your display language for maps, the display language settings for all other applications do not change.

1. On a map, press the key > **Options**.
2. Click **Set Global Map Services**.
3. Do one of the following:
   - To view text on maps only in English, change the **Map Display Language** field to **English**.
   - To view text on maps in the language of the location you are viewing, change the **Map Display Language** field to **International**.
4. Press the key > **Save**.

Keep backlighting on when you track your movement

By default, backlighting turns off automatically after a specified time to conserve battery power. You can change map options so that backlighting remains on when you track your movement unless the battery power level drops below a specified percentage.

1. On the home screen, click the **Maps** icon.
2. Press the key > **Options**.
3. Change the **Backlight Timeout When Battery Level** field.
4. Press the key > **Save**.

Related information

Set options for backlighting, 225

Set the GPS receiver that you use to track your movement

Before you begin: To perform this task, if you don't have an internal GPS receiver, you must pair your BlackBerry smartphone with a Bluetooth enabled GPS receiver.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Location Settings**.
3. Change the **GPS Data Source** field.
4. Press the key > **Save**.

Troubleshooting: Maps

I can't use GPS technology

Depending on your wireless service provider, this feature might not be supported.

If you are outdoors, move away from buildings and expose your BlackBerry smartphone to open sky. If you are indoors, move close to a window.

If you paired your smartphone with a Bluetooth enabled GPS receiver, verify that the Bluetooth enabled GPS receiver is turned on. If you are using GPS technology for the first time, wait a short period of time for your smartphone to get your GPS location.

If your email account is associated with a BlackBerry Enterprise Server, your administrator can add the IT policy rule to your smartphone that turns off GPS technology. For more information, contact your adminstrator.

Applications

How to: Applications

About multitasking

Your BlackBerry smartphone supports multitasking, which allows you to run more than one application at a time. During a call, for example, you might want to switch to the Calendar application to view your appointments or switch to the Contacts application to look up a contact. While you are playing a song, you might want to switch to the Messages application to reply to a message.

There are also shortcuts for most applications that can help you to perform common tasks quickly.

Note: The more applications that you have running, the more storage space and battery power your smartphone uses. To optimize the performance of your smartphone, try to close applications when you are finished with them.

Related information

Tips and shortcuts, 44
Close an app so that it is not running in the background, 243
Keep an application running in the background and switch to another application, 242

Keep an application running in the background and switch to another application

- To switch to another application, press and hold the  key until the application switcher appears. Click an application icon. If the application icon that you want doesn't appear, click the **Home** icon and navigate to the application icon that you are looking for.
- To return to the Home screen if you are not on a call, press the  key.
- To return to the Home screen if you are on call, press and hold the  key until the application switcher appears. Click the **Home** icon.

Note: If you press the  key while you are on a call, you will end the call even if you have switched to another application.

Related information

Close an app so that it is not running in the background, 243
About multitasking, 242

Close an app so that it is not running in the background

To optimize the performance of your BlackBerry smartphone, try to close apps when you are finished with them.

1. To see which applications are running, press and hold the key until the application switcher appears.
2. Click an application icon.
3. In the app, do one of the following:
   - Press the key > **Close**.
   - Press the key. If necessary, continue to press the key until the home screen appears.

Related information

Keep an application running in the background and switch to another application, 242
About multitasking, 242

Require your smartphone password before adding an app

Before you begin: To perform this task, you must have set a BlackBerry smartphone password.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Select the **Prompt on Application Install** check box.
4. Press the key > **Save**.

Related information

Set or change your smartphone password, 317

View properties for an application

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.

3. Click an application.

Delete an application

If your email account uses a BlackBerry Enterprise Server, your organization might not permit you to delete some applications. For more information, contact your administrator.

1. On the Home screen or in a folder, highlight an application icon.
2. Press the key > **Delete**.

View the size of an application database

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Device and Status Information**.
3. Press the key > **Database Sizes**.

Troubleshooting: Applications

I can't add, update, or return to the previous version of an app

If your email account uses a BlackBerry Enterprise Server, your organization might not permit you to add or update smartphone apps. For more information, contact your administrator.

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that your smartphone has enough storage space to add or update the app.

I deleted an app that I want back

If you delete an app that you downloaded, you might be able to restore the app to your BlackBerry smartphone.

Try one of the following:

- If you downloaded the app from the BlackBerry App World storefront, on the Home screen, click the **BlackBerry App World** icon. Press the key > **Help**.
- If you downloaded the app with the BlackBerry Desktop Software, for more information about restoring apps, see the Help in the BlackBerry Desktop Software.
- If you downloaded the app from your wireless service provider or a third-party organization, for more information about restoring the app, contact your wireless service provider or the third-party organization.

Error messages: BlackBerry Device Software

"App" or "JVM" might appear before an error message. For example, "JVM Error 101" or "App Error 200."

Error message and cause	Possible solution
Error 101: Application error **Error 102**: Java file error **Error 106**: Graphics system error **Error 205**: Security service error **Error 502**: Process terminated error **Error 503**: Data corruption issue **Error 504**: Data corruption issue **Error 505**: BlackBerry Device Software update error **Error 507**: Application file error **Error 508**: Invalid object found **Error 512**: System error **Error 523**: BlackBerry Device Software error **Error 525**: System error **Error 526**: Critical object missing **Error 527**: Critical object missing **Error 529**: File system corruption **Error 532**: Application error **Error 543**: Incompatible file system	Try the following actions: • Reset your BlackBerry smartphone. • If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data.

Error message and cause	Possible solution
Error 552: Insufficient storage space available during startup **Error 561**: Application error **Error 602**: Application error **Error 603**: Application error	
Error 200: BlackBerry Device Software error **Error 545**: Incompatible file system	Try the following actions: • Reset your smartphone. • If the error message still appears after you reset your smartphone, reload your BlackBerry Device Software. The reload process deletes your smartphone data. • If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.
Error 203: Application process terminated	Reset your smartphone.
Error 501: Memory corruption **Error 517**: Hardware/software conflict **Error 547**: Hardware or system issue	Contact your wireless service provider.
Error 513: User attempted to reset the smartphone after exceeding the maximum number of permitted password attempts	When this error occurs, all of your smartphone data is deleted to prevent unauthorized access to your information. If your email account uses a BlackBerry Enterprise Server, your administrator might be able to change options that will minimize the chance of this error message appearing again. For more information, contact your administrator. Try the following actions: • Reload your BlackBerry Device Software. The reload process deletes your smartphone data. • If the error message still appears after you reload your BlackBerry Device Software, contact your wireless service provider.
Error 576: IT policy issue	Contact your administrator.

Related information

BlackBerry Device Software, 250

Getting started: Security,
Reset your smartphone, 301
Reset your smartphone, 301

Reload the BlackBerry Device Software using the BlackBerry Desktop Software

Before you begin:

Before you reload the BlackBerry Device Software, download and install the latest version of the BlackBerry Desktop Software.

You may need to reload the BlackBerry Device Software to resolve a technical issue. It might take up to an hour to reload the BlackBerry Device Software. During that time, you can't disconnect your BlackBerry smartphone from your computer.

Note: You might not be able to back up your smartphone data if you are reloading the BlackBerry Device Software to resolve a technical issue, such as an application error.

1. Connect your smartphone to your computer.
2. Open the BlackBerry Desktop Software.
3. In the BlackBerry Desktop Software, click **Update**.
4. To download the most recent version of your BlackBerry Device Software, click **Get update**.
5. Do any of the following:
   - To keep a backup file of your smartphone data and settings, select the **Back up your device data** checkbox. This backup file is restored to your smartphone after the software reload finishes. If you don't back up your data, your smartphone data, settings, and email messages are deleted from your smartphone when you reload the software.
   - To encrypt your backup data, click **Encrypt backup file**.
   - If you want to receive an email when an updated version of the BlackBerry Device Software is available, select the **Email me when new versions are available** checkbox.
6. Click **Install update**.

Related information

About updating the BlackBerry Device Software, 250
Reset your smartphone, 301

BlackBerry ID

How to: BlackBerry ID

About BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use your BlackBerry ID email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones.

You are prompted to log in using your BlackBerry ID when you set up a BlackBerry PlayBook tablet or a BlackBerry smartphone running BlackBerry 7. If you previously created a BlackBerry ID, you must use it when you set up your new tablet or smartphone (instead of creating a new BlackBerry ID). You can log in to both a tablet and a smartphone using the same BlackBerry ID.

If you're using an older BlackBerry smartphone, you might be able to create a BlackBerry ID from within an app that supports BlackBerry ID, or you can create a BlackBerry ID by visiting www.blackberry.com/blackberryid.

Related information

About downloading apps with the BlackBerry App World, 26

Create a BlackBerry ID

When you create a BlackBerry ID, you can use any email address as your BlackBerry ID username; you do not have to use an email address that you added to your smartphone.

1. Do one of the following:
   - From a computer, visit www.blackberry.com/blackberryid. Click **Register for a BlackBerry ID**.
   - When you set up a BlackBerry PlayBook tablet or a BlackBerry smartphone running BlackBerry 7, click **Create a BlackBerry ID**.
2. Complete the instructions on the screen.

Change your BlackBerry ID information

You can change your display name, security question and answer, and password. You can change your BlackBerry ID information from a computer or on a BlackBerry smartphone running BlackBerry 7. Depending on the app, you can also change your information from inside an app that uses BlackBerry ID.

1. Do one of the following:
   - From a computer, visit www.blackberry.com/blackberryid.
   - On the home screen of your BlackBerry smartphone, click **Options** > **Device** > **BlackBerry ID**.
2. Complete the instructions on the screen.

BlackBerry Device Software

How to: BlackBerry Device Software

About updating the BlackBerry Device Software

You might want to update your BlackBerry Device Software to access new applications and features or to resolve a technical issue. The duration of the update process can range from 15 minutes to 2 hours, depending on the type of update, the amount of smartphone data, and the number of applications on your BlackBerry smartphone. You can't use your smartphone or make emergency calls when the update is in progress.

Depending on your wireless service provider or administrator, you can update your BlackBerry Device Software over the wireless network, from a website, or using the BlackBerry Desktop Software. If you download an update to your smartphone over the wireless network, extra fees might apply depending on wireless service provider.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Update the BlackBerry Device Software

You can use your BlackBerry smartphone when you download the BlackBerry Device Software but not while you install the software. During the installation process, your smartphone might reset or display a white screen. Do not remove the battery while the update is in progress.

If encryption is turned on, you might need to type your password at various times during the installation process.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

1. Do one of the following:

- To update your software over the wireless network, on the home screen, click the  icon. If you don't have the  icon, on the home screen or in a folder, click the **Options** icon. Click **Device** > **Software Updates**.
- To update your software using the BlackBerry Desktop Software, from your computer, open the BlackBerry Desktop Software. Connect your smartphone to your computer.
- To update your software using a website, from your computer, visit www.blackberry.com/update. Click **Check for Updates**. Connect your smartphone to your computer.

2. Complete the instructions on the screen.

After you finish:

If you updated your software over the wireless network, to delete the previous version of software that is temporarily stored on your smartphone, on the home screen or in a folder, click the **Options** icon. Click **Device** > **Software Updates**. Press the  key > **View Result**. Press the  key > **Delete Downgrade Data**.

Related information

About backing up and restoring smartphone data, 178
About backing up and restoring smartphone data, 178
I can't update the BlackBerry Device Software over the wireless network, 252
My smartphone doesn't have enough available storage space to update the BlackBerry Device Software, 253
My smartphone doesn't have enough available storage space to update the BlackBerry Device Software, 253
BlackBerry Device Software, 250

Downgrade or return to the previous version of the BlackBerry Device Software over the wireless network

Depending on the options that your wireless service provider or administrator sets, you might not be able to perform this task.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Software Updates**.
   - If you recently updated your BlackBerry Device Software, to return to the previous software version, press the  key > **View Result** > **Downgrade**.
   - To downgrade to an earlier software version, scroll to a software version that the  icon appears beside. Click **Perform Downgrade**. Follow the instructions on the screen.

Find your smartphone model number and version of the BlackBerry Device Software

Do one of the following:

- On the home screen or in a folder, click the **Options** icon. Click **Device** > **About Device Versions**.
- If supported by your input language, in a message or memo, type **myver** followed by a space.

Troubleshooting: BlackBerry Device Software

I can't update the BlackBerry Device Software over the wireless network

Depending on the options that your wireless service provider or administrator sets, you might not be able to update your BlackBerry Device Software over the wireless network.

Try the following actions:

- Verify that your BlackBerry smartphone is connected to a wireless network.
- Verify that you're not roaming outside of your wireless service provider's wireless coverage area. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software when roaming. For more information, contact your wireless service provider.
- Try to update your BlackBerry Device Software over the wireless network at a later time. Depending on your wireless service provider, you might not be able to update your BlackBerry Device Software at certain times of the day, when there is a greater volume of network traffic.
- Try visiting your wireless service provider's website, as you might be able to update your BlackBerry Device Software from the website.
- If your work email account is associated with a BlackBerry Enterprise Server, check with your administrator for BlackBerry Device Software updates. Your administrator might not allow you to update your software over the wireless network, or might allow you to update only to a specific version.

My smartphone doesn't have enough available storage space to update the BlackBerry Device Software

Try the following actions:

- Delete display languages, themes, or third-party applications that you don't use.
- Delete messages and calendar entries that you don't need.
- Delete browsing information.

My smartphone responds slowly or freezes

Try the following actions:

- Close unused applications.
- Free some of your application storage.
- Update your BlackBerry Device Software.
- Remove and re-insert the battery. For more information about inserting the battery, see the printed documentation that came with your BlackBerry smartphone, or visit www.blackberry.com/docs/smartphones and see the *Start Here* guide for your smartphone.

Related information

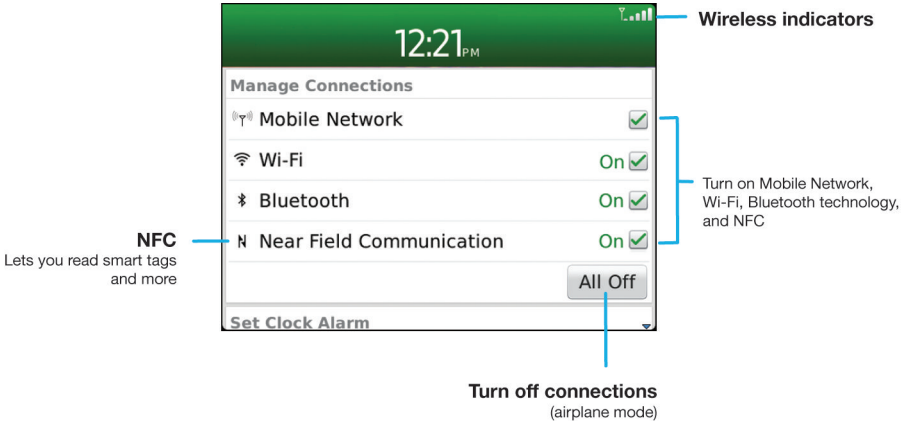
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View the amount of available storage space on your smartphone, 307
Close an app so that it is not running in the background, 243

Manage Connections

Mobile network

How to: Mobile network

Manage Connections at a glance



Check which wireless networks your smartphone connects to

The types of networks listed do not reflect network connections, only the ability of your BlackBerry smartphone model to connect to those networks. For more information about the wireless networks that your smartphone connects to, see the *Safety and Product Information* booklet for your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **About Device Versions**. The types of networks your smartphone can connect to are listed in the brackets after your smartphone model.

Turn on, turn off, or check the status of a network connection

You should keep network connections turned off in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry smartphone.

On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on a network connection, select the checkbox beside a connection type.
- To turn off a network connection, clear the checkbox beside a connection type.
- To turn on the network connections that were turned on previously, click **Restore Connections**.
- To check the status of a network connection, click **Service Status**.

Related information

I can't connect to the mobile network, 260
I can't connect to a Wi-Fi network, 269

Turn on or turn off airplane mode

You should keep network connections turned off in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry smartphone.

On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on airplane mode, click **All Off**.
- To turn off airplane mode, click **Restore Connections**.

Related information

Turn on or turn off data service or set roaming options, 256
Turn on, turn off, or check the status of a network connection, 255
Turn on or turn off data service or set roaming options, 256
Turn on, turn off, or check the status of a network connection, 255

Roaming

About roaming and international roaming

In most cases, your BlackBerry smartphone automatically connects to the appropriate wireless network when you travel outside your wireless service provider's coverage area. Sometimes you might have to provide login information before you can access a wireless network. When you roam, the triangular roaming indicator appears at the top of the home screen.

If your smartphone requires a SIM card, your wireless service provider might need to set up your SIM card with roaming services before you can roam.

If your smartphone normally connects to a CDMA network and your smartphone supports international roaming, you might need to get a SIM card that is set up for international roaming from your wireless service provider. Your phone number stays the same when you travel internationally.

For more information about roaming and roaming fees, contact your wireless service provider.

Switch wireless networks manually

Before you begin: To switch wireless networks manually, your wireless service plan must include this service and your BlackBerry smartphone must be connected to a GSM or UMTS network.

Your smartphone is designed to switch to an appropriate wireless network automatically when you travel.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Change the **Network Selection Mode** field to **Manual**.
4. Click a wireless network.
5. Press the key > **Close**.

After you finish: To connect to your wireless service provider's wireless network again, change the **Network Selection Mode** field to **Automatic**.

Related information

I can't connect to the mobile network, 260

Turn on or turn off data service or set roaming options

Depending on your wireless service plan, you might be able to turn off data service (email messages, PIN messages, text messages with attachments, and browser service) on your BlackBerry smartphone so that only phone and basic text messaging are available. You can also set your smartphone to turn off data services when roaming, which might prevent you from receiving additional roaming charges. For more information, contact your wireless service provider.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Do one of the following:
   - To turn on or turn off data service, change the **Data Services** field.
   - To turn on or turn off data service when roaming, change the **While Roaming** field.
   - To receive a prompt when roaming that allows you to turn on or turn off data service, change the **While Roaming** field to **Prompt**.
4. Press the key > **Close**.

Related information

I can't connect to the mobile network, 260
Data service unavailable, 260

Preferred wireless network list

About the preferred wireless network list

Your wireless service provider might have agreements with other wireless service providers that permit you to use their services when you are traveling. You can use the preferred wireless network list to control the order in which your BlackBerry smartphone uses these other wireless networks.

Your smartphone tries to connect to a wireless network based on the order in which the wireless networks appear in your preferred wireless network list. When you travel, your smartphone scans for the wireless networks on this list first. If no wireless network on the list is available, your smartphone is designed to connect to another available wireless network automatically.

Note: Extra fees usually apply when you roam. For more information about roaming fees, contact your wireless service provider.

Add a wireless network to the preferred wireless network list

Before you begin: To perform this task, your BlackBerry smartphone must be connected to aGSM or UMTS network.

Depending on your wireless service plan, this feature might not be supported.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **My Preferred Network List**.
4. Press the key > **Add Network**.
   - To scan for a wireless network to add, click **Select From Available Networks**. Click a wireless network. Click **Select Network**.
   - To scan for a wireless network that is already known to your smartphone, click **Select From Known Networks**. Click a wireless network. Click **Select Network**.
   - To add a wireless network, click **Manual Entry**. Set the priority for the wireless network. Type the MCC and MNC.
5. Press the key > **Close**.

Delete a wireless network from the preferred wireless network list

Before you begin: To perform this task, your BlackBerry smartphone must be connected to a GSM or UMTS network.

Depending on your wireless service plan, this feature might not be supported.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the key > **Delete**.
6. Press the key > **Close**.

Change the order of preferred networks

Before you begin: To perform this task, your BlackBerry smartphone must be connected to a GSM or UMTS network.

Depending on your wireless service plan, this feature might not be supported. Your smartphone connects to networks based on the order that they appear in the preferred network list.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **My Preferred Network List**.
4. Highlight a wireless network.
5. Press the key > **Move**.
6. Click the new location.
7. Press the key > **Close**.

Change the connection speed for the wireless network

A faster connection speed requires more battery power.

Depending on your wireless service provider, you might not be able to change the connection speed for the wireless network.

1. On the Home screen, click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Change the **Network Mode** field.
4. Press the key > **Close**.

Related information

I can't connect to the mobile network, 260

Turn on flashing LED notification for wireless coverage

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Select the **LED Coverage Indicator** checkbox.

4. Press the key > **Save**.

When your BlackBerry smartphone is connected to the wireless network, the LED light flashes green.

After you finish: To turn off the wireless coverage notification, clear the **LED Coverage Indicator** checkbox.

Wireless coverage indicators

Indicators in the upper-right corner of the home screen display the wireless coverage level for the area that you are using your BlackBerry smartphone in. For more information about wireless coverage areas, contact your wireless service provider.

Indicator	Description
	Provides information about the strength of the wireless signal. Three or more bars indicate a strong signal. A reduced signal display might indicate increased power output from your smartphone as it attempts to connect to a weak signal.
3G , 4G , H+ , EDGE, GPRS, NXTL, MIKE, or NTWK	You're connected to a mobile network and you can access features such as email messaging and Internet browsing. If you don't see one of the indicators, you might be in an area of reduced wireless coverage where some features aren't available (you might only be able to make a phone call or send and receive text messages).
	You can call only emergency numbers.
	You're in an area of no wireless coverage.
	The connection to the mobile network is turned off.
	You're connected to a Wi-Fi network and you can access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
	Your Wi-Fi connection is turned on, but you're not connected to a Wi-Fi network, or you're connected to a Wi-Fi network, but you can't access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
	Your Bluetooth connection is turned on, and you're connected to a Bluetooth enabled device.
	Your Bluetooth connection is turned on, but you're not connected to a Bluetooth enabled device.
	Your NFC connection is turned on.

Related information

About emergency calls and Emergency Callback Mode, 64

Troubleshooting: Mobile network

I can't connect to the mobile network

Try the following actions:

- If your BlackBerry smartphone uses a SIM card, verify that your SIM card is inserted in your smartphone correctly.
- If your smartphone normally connects to a CDMA network and your smartphone supports international roaming, verify that your smartphone is in global roaming mode and that your SIM card is inserted in your smartphone correctly.
- Verify that you turned on the connection to the wireless network.
- Verify that you're connected to your wireless service provider's network. If you switched wireless networks manually, your smartphone remains connected to that wireless network until you select your wireless service provider's network again.
- If you set a specific speed for wireless network connections, verify that you're in a wireless coverage area that supports the connection speed.

Related information

Turn on or turn off data service or set roaming options, 256

Switch wireless networks manually, 256

Turn on, turn off, or check the status of a network connection, 255

Error messages

Data service unavailable

Description

This message appears when you don't have access to data services on your BlackBerry smartphone.

Possible solutions

Try the following actions:

- Verify that you're in a wireless coverage area.
- Verify that the data service on your smartphone is turned on.
- If you're roaming, verify that you can access data services while you roam.

Related information

Turn on or turn off data service or set roaming options, 256

Wi-Fi technology

Depending on your BlackBerry smartphone model, the Wi-Fi feature might not be supported.

How to: Wi-Fi technology

Check which wireless networks your smartphone connects to

The types of networks listed do not reflect network connections, only the ability of your BlackBerry smartphone model to connect to those networks. For more information about the wireless networks that your smartphone connects to, see the *Safety and Product Information* booklet for your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **About Device Versions**. The types of networks your smartphone can connect to are listed in the brackets after your smartphone model.

Turn on, turn off, or check the status of a network connection

You should keep network connections turned off in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry smartphone.

On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on a network connection, select the checkbox beside a connection type.
- To turn off a network connection, clear the checkbox beside a connection type.
- To turn on the network connections that were turned on previously, click **Restore Connections**.
- To check the status of a network connection, click **Service Status**.

Related information

I can't connect to the mobile network, 260
I can't connect to a Wi-Fi network, 269

Connect to a Wi-Fi network

About connecting to a Wi-Fi network

Your BlackBerry smartphone can use the Wi-Fi network instead of the mobile network to visit webpages, send and receive email messages, and so on. When you connect to the Internet with a Wi-Fi network, you might avoid data charges that are associated with using your mobile network, and, in many cases, the connection speed is faster.

Hotspots are available in many public places. Some hotspots are free to use, while others require payment. Your wireless service provider might provide an application for your smartphone that allows you to log in to a hotspot. If you do not have an application on your smartphone, you might have to set up your own account online and log in manually.

If you have an access point or router that supports , you can connect to it using Wi-Fi Protected Setup.

When you connect to a Wi-Fi network, your smartphone saves the connection information so that the next time that you are within range of that network, your smartphone connects to it automatically.

Connect to a Wi-Fi network

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network**.
3. If you want to connect to a public hotspot or to a Wi-Fi network that does not require authentication, select the **Show Open networks only** checkbox.
4. Click the Wi-Fi network that you want to connect to.
5. If the Wi-Fi network requires authentication, type the password for the network.

The name of the Wi-Fi network appears at the top of the home screen.

Related information

I can't connect to a Wi-Fi network, 269

Connect to a Wi-Fi network using Wi-Fi Protected Setup

If your wireless router or wireless access point includes Wi-Fi Protected Setup, you can quickly connect to a Wi-Fi network without entering a long password.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network** > **Other Ways to Connect** > **Wi-Fi Protected Setup (WPS)**.
   - To use the Wi-Fi Protected Setup button on your router or access point, click **Press button on router**. On your router or access point, press the Wi-Fi Protected Setup button. On your BlackBerry smartphone, click **Start**.
   - To use a PIN, click **Enter PIN into router**. On your smartphone, click **Start**. Your smartphone provides you with a PIN. On the administration screen for your router or access point, type the PIN.

Connect to a Wi-Fi network manually

If you know the name of the Wi-Fi network that you want to connect to, you can manually connect to the network.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network** > **Other Ways to Connect** > **Manually Connect to Network**.

3. In the **SSID** field, type the name of the Wi-Fi network.
4. Click **Next**.
5. In the **Security Type** field, click the Wi-Fi network security type and provide any requested information.
6. Click **Save and Connect**.

Related information

Options for saved Wi-Fi networks, 264
I can't connect to a Wi-Fi network, 269

Saved Wi-Fi networks

Change, move, or delete a saved Wi-Fi network

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network** > **Saved Wi-Fi Networks**.
3. Highlight a saved Wi-Fi network.
4. Press the key.
   - To change options for the saved network, click **Edit**. Change the options. Click **Save**.
   - To move the saved network and change the order that your BlackBerry smartphone tries to connect to your saved networks, click **Move**. Click a new location.
   - To delete the saved network, click **Delete**.

Related information

Options for saved Wi-Fi networks, 264

Prevent your smartphone from connecting to a saved Wi-Fi network

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network** > **Saved Wi-Fi Networks**.
3. Highlight a saved Wi-Fi network.
4. Press the key > **Disable**.

Turn on or turn off the prompt that appears for hotspots

By default, your BlackBerry smartphone prompts you if you're within range of a saved Wi-Fi network that appears to be a hotspot. If you turn off these prompts, you can turn them on again.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Wi-Fi Network**.

3. Press the key > **Options**.
   - To turn on the prompt that appears for hotspots, select the **Prompt me when a saved hotspot is found nearby** checkbox.
   - To turn off the prompt that appears for hotspots, clear the **Prompt me when a saved hotspot is found nearby** checkbox.
4. Press the key > **Save**.

Options for saved Wi-Fi networks

Common options

Option	Description
Name	Type a display name for the Wi-Fi network.
SSID	Type the Wi-Fi network name.
Security Type	Set the security type that the Wi-Fi network supports.
Band type	Set the Wi-Fi network type. If you don't know the network type, don't change this field.
SSID broadcasted	Set whether the Wi-Fi network broadcasts its SSID.
Automatically obtain IP address and DNS	Set whether your BlackBerry smartphone receives a routable IP address, a subnet mask, DNS settings, and a gateway address from the Wi-Fi network.
Allow inter-access point handover	Set whether your smartphone remains connected to the Wi-Fi network when you move between wireless access points.
VPN profile	If necessary, set a VPN profile to use with the saved Wi-Fi network.
IP Address	Type the IP address for your smartphone.
Subnet mask	Type the subnet mask for the wireless access point that your smartphone should connect to.
Primary DNS	Type the primary DNS that your smartphone should connect to.
Secondary DNS	Type the secondary DNS that your smartphone should connect to.
Default gateway address	Type the default gateway IP address that your smartphone should connect to.
Domain suffix	Type the domain that your smartphone uses to resolve host names into IP addresses.

WEP options

These options appear if you choose the WEP security type.

Option	Description
Select WEP key	Set the type of WEP key for the Wi-Fi network.
WEP key	Type the WEP key for the Wi-Fi network in hexadecimal format.

WPA/WPA2 Personal options

These options appear if you choose the WPA/WPA2 Personal security type.

Option	Description
Passphrase	If necessary, type the WPA or WPA2 Personal passphrase to connect to the Wi-Fi network.

WPA/WPA2 Enterprise options

These options appear if you choose the WPA/WPA2 Enterprise security type.

Option	Description
Enterprise Sub-Type	If necessary, set the enterprise security method for the Wi-Fi network.
Username	If necessary, type the user name that you use to connect to the Wi-Fi network.
Password	If necessary, type the password that you use to connect to the Wi-Fi network.
CA certificate	Set the root certificate that your smartphone should use to verify that it's connecting to the correct Wi-Fi network.
Client certificate	Set the authentication certificate that your smartphone should use to connect to the Wi-Fi network.
Inner link security	If necessary, set the security protocol that the Wi-Fi network supports for its inner authentication method.
Token	Set whether you use a hardware token to connect to the Wi-Fi network.
Server subject	If necessary, type the server subject name that your smartphone should use to verify that it's connecting to the correct Wi-Fi network.
Server SAN	If necessary, type the server SAN that your smartphone should use to verify that it's connecting to the correct Wi-Fi network.

Install a root certificate on your smartphone

You might not be able to connect to some Wi-Fi networks until you install a root certificate on your BlackBerry smartphone. You can install the root certificate on your computer, and then use the BlackBerry Desktop Software to synchronize the root certificate between your smartphone and your computer. For more information, see the Help in the BlackBerry Desktop Software, or contact your administrator.

Wi-Fi calling

About Wi-Fi calling

If your wireless service provider supports Wi-Fi calling and you subscribe to this service, you can make and receive calls over the Wi-Fi network. You can use the Wi-Fi network to make and receive calls in areas where you have a Wi-Fi connection to the Internet, even if you have limited or no mobile network coverage.

For more information about Wi-Fi calling, contact your wireless service provider.

Change your Wi-Fi calling preferences

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Change the **Preferred Network for Calls** field.
4. Press the key > **Save**.

Wi-Fi diagnostic reports

Submit a Wi-Fi diagnostic report

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Wi-Fi Network**.
3. Press the key > **Troubleshoot** > **Wi-Fi Diagnostics**.
4. Press the key > **Email Report** or **PIN Report**.

Set options for Wi-Fi diagnostic reports

When you set options for Wi-Fi diagnostic reports, if you set a default recipient, each time that you submit a Wi-Fi diagnostic report, your BlackBerry smartphone sends the report to that recipient. If you want to specify a recipient each time that you submit a report, do not set a default recipient.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Wi-Fi Network**.

3. Press the key > **Troubleshoot** > **Wi-Fi Diagnostics**.
4. Press the key > **Options**.
   - To include advanced data in Wi-Fi diagnostic reports, change the **Display Mode** field to **Advanced**.
   - To set a default recipient for Wi-Fi diagnostic reports, type the contact information.
5. Press the key > **Save**.

Connection permissions for third-party applications

Permission	Description
USB	Set whether third-party applications can use physical connections, such as a USB cable or RS-232 cable, that you have set up for your BlackBerry smartphone.
Bluetooth	Set whether third-party applications can use Bluetooth connections.
Phone	Set whether third-party applications can make calls or access call logs.
Location Data	Set whether third-party applications can use your GPS location information.
Server Network	Set whether third-party applications can access the Internet or your organization's intranet using your organization's network.
Internet	Set whether third-party applications can access the Internet through your wireless service provider (for example, using a direct Internet connection or WAP gateway).
Wi-Fi (if supported)	Set whether third-party applications can use Wi-Fi connections.
Near Field Communication	Set whether third-party applications can use NFC connections.

Related information

Third-party application control, 342

About using Wi-Fi with VPN and software tokens

If you have a Wi-Fi enabled BlackBerry smartphone and if your organization uses a VPN to control access to its network, you might be able to log in to the VPN and access your organization's network using a Wi-Fi network. If you have a Wi-Fi enabled smartphone, you might also need a software token to connect to your organization's network using a Wi-Fi network.

Wireless coverage indicators

Indicators in the upper-right corner of the home screen display the wireless coverage level for the area that you are using your BlackBerry smartphone in. For more information about wireless coverage areas, contact your wireless service provider.

Indicator	Description
	Provides information about the strength of the wireless signal. Three or more bars indicate a strong signal. A reduced signal display might indicate increased power output from your smartphone as it attempts to connect to a weak signal.
3G , 4G , H+ , EDGE, GPRS, NXTL, MIKE, or NTWK	You're connected to a mobile network and you can access features such as email messaging and Internet browsing. If you don't see one of the indicators, you might be in an area of reduced wireless coverage where some features aren't available (you might only be able to make a phone call or send and receive text messages).
	You can call only emergency numbers.
	You're in an area of no wireless coverage.
	The connection to the mobile network is turned off.
	You're connected to a Wi-Fi network and you can access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
	Your Wi-Fi connection is turned on, but you're not connected to a Wi-Fi network, or you're connected to a Wi-Fi network, but you can't access BlackBerry services such as email messaging and Internet browsing over the Wi-Fi connection.
	Your Bluetooth connection is turned on, and you're connected to a Bluetooth enabled device.
	Your Bluetooth connection is turned on, but you're not connected to a Bluetooth enabled device.
	Your NFC connection is turned on.

Related information

About emergency calls and Emergency Callback Mode, 64

Troubleshooting: Wi-Fi technology

I can't connect to a Wi-Fi network

Depending on your BlackBerry smartphone model, the Wi-Fi feature might not be supported.

Try the following actions:

- Verify that you turned on the connection to the Wi-Fi network.
- Verify that you're in a Wi-Fi coverage area. If you're connecting to a home network, see if other wireless devices are able to connect. If you're connecting to an enterprise Wi-Fi network or a hotspot, talk to your administrator or an employee at the hotspot.
- Verify that the time on your smartphone is synchronized with the network time. If the times are different, it could prevent your smartphone from connecting (for example, if connecting to the network requires you to have a certificate on your smartphone and the certificate has an expiration date).
- If the Wi-Fi network doesn't appear in the Wi-Fi Network application, it might be hidden. If you know the network name, try connecting to the Wi-Fi network manually.
- In the Wi-Fi Network application, verify that the options for the Wi-Fi network are correct. To find out what options to use, for a home network, refer to the information that came with your router; for an enterprise Wi-Fi network, talk to your administrator; for a public hotspot, refer to any information provided for the hotspot or talk to an employee at the hotspot who might have details about how to connect.
- If you switched Wi-Fi networks manually, switch to another Wi-Fi network or set your smartphone to scan for available Wi-Fi networks.
- If your email account uses a BlackBerry Enterprise Server, your smartphone might prevent you from connecting to certain wireless access points. For more information, contact your administrator.
- If you're using the Push Button Setup method, verify that the access point is enabled with Wi-Fi Protected Setup, and that it has been set to send its profile. Verify that another device isn't also attempting to connect at the same time, and that not more than one access point within range is in this mode. For more information, see the information that came with your router.
- If you use PEAP, EAP-TLS, EAP-FAST, EAP-TTLS, or EAP-SIM to connect to a Wi-Fi network, verify that you installed the root certificate for the certificate authority server that created the certificate for the authentication server. The certificate must be transferred to your smartphone before you can connect to the network. For more information, talk to your administrator.
- If you use EAP-TLS to connect to a Wi-Fi network, verify that you added your authentication certificate to your smartphone. The certificate must be transferred to your smartphone before you can connect to the network. For more information, talk to your administrator.

Related information

Connect to a Wi-Fi network manually, 262
Connect to a Wi-Fi network, 262
Turn on, turn off, or check the status of a network connection, 255

My smartphone drops calls made using Wi-Fi calling

You can only make calls using Wi-Fi calling if your BlackBerry smartphone is connected to a Wi-Fi network. To avoid dropped calls, your smartphone plays a warning tone when you are making a call using Wi-Fi calling and your Wi-Fi connection is getting weak. To make another call using Wi-Fi calling, move to an area with a stronger Wi-Fi signal.

Mobile Hotspot mode

How to: Mobile Hotspot mode

Mobile Hotspot mode basics

About Mobile Hotspot mode

You can use the Wi-Fi technology on your BlackBerry smartphone in one of two ways: Wi-Fi mode or Mobile Hotspot mode.

When you turn on Wi-Fi mode, you can connect your smartphone to a Wi-Fi network to access an Internet connection. You can only connect to an external Wi-Fi network, such as your home network or office network, while in Wi-Fi mode.

When you turn on Mobile Hotspot mode, you can use your smartphone as a mobile hotspot so that other Wi-Fi enabled devices can use the mobile network connection on your smartphone. For example, if you are traveling, you can connect your smartphone with your laptop and use your smartphone's Mobile Hotspot mode to access the Internet on your laptop.

If your smartphone is connected to a CDMA network, when you make or receive a call, your smartphone suspends your Mobile Hotspot session until you end the call. Your Mobile Hotspot session resumes when your call ends. While Mobile Hotspot mode is turned on, you might not be able to send messages from your smartphone. Messages you send while your smartphone is in Mobile Hotspot mode are sent after you turn off Mobile Hotspot mode.

Before you use your smartphone in Mobile Hotspot mode, read the latest safety and product information at www.blackberry.com/docs/smartphones.

Turn on or turn off Mobile Hotspot mode

Before you begin:

To perform this task, you must turn on your BlackBerry smartphone's Mobile Network connection and Wi-Fi connection.

The first time you turn on Mobile Hotspot mode, your smartphone might prompt you to activate your Mobile Hotspot account, and set a password for use with your Mobile Hotspot account.

On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on Mobile Hotspot mode, select the **Mobile Hotspot** checkbox.
- To turn off Mobile Hotspot mode, clear the **Mobile Hotspot** checkbox.

When Mobile Hotspot mode is turned on, the  indicator appears in the connections area at the top of the home screen.

Connect to the mobile network manually while using Mobile Hotspot mode

If your BlackBerry smartphone is connected to a GSM network, and Mobile Hotspot mode is turned on, you might have to manually connect to the mobile network using your APN. To get the user name and password for your APN, contact your wireless service provider. Depending on your wireless service provider, you might be able to enter up to two APNs.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Select the **Mobile Hotspot** checkbox.
3. If necessary, enter the APN name and APN login information for each of your APNs.
4. Click **OK**.

Stop connected devices from exchanging data

By default, devices that are connected to your mobile hotspot can send data to each other. For example, if you and a friend have your laptops connected to your mobile hotspot, you could play a game together. If your BlackBerry smartphone uses a BlackBerry Enterprise Server, depending on the options your administrator sets, you might not be able to exchange data with connected devices.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections** > **Options**.
3. Clear the **Allow connected devices to exchange data with each other** checkbox.

Mobile Hotspot mode options

View information about your mobile hotspot

You can check the duration of your mobile hotspot session, the names of the devices that are connected to your mobile hotspot, and how much data is being transferred to the connected devices.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections**.

Related information

Change the amount of time before Mobile Hotspot mode turns off, 273

Change your mobile hotspot name

You can name your mobile hotspot so that other Wi-Fi enabled device users can see the name when they try to connect to your mobile hotspot. When you turn on Mobile Hotspot mode, the name of your mobile hotspot appears in the connections area at the top of the home screen.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections** > **Options**.
3. In the **Network Name (SSID)** field, type a name for your mobile hotspot.

Change the amount of time before Mobile Hotspot mode turns off

By default, if your BlackBerry smartphone isn't connected to a power outlet and your smartphone and the other devices that are connected to your mobile hotspot are inactive for 15 minutes, Mobile Hotspot mode turns off automatically to conserve battery power.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections** > **Options**.
3. Change the **Auto Shutoff Timer** field.

Prevent additional devices from connecting to your mobile hotspot

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections**.
3. Select the **Don't allow any more devices to connect** checkbox.

View information about a connected device

You can view a connected device's name, MAC address, IP address, and band.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections**.
3. In the **Wi-Fi Devices Connected** section, highlight a device.
4. Press the  key > **Details**.

About using Bluetooth technology in Mobile Hotspot mode

When you turn on Mobile Hotspot mode, your BlackBerry smartphone can use Bluetooth technology to connect to wireless devices, or BlackBerry PlayBook tablets using BlackBerry Bridge. When Mobile Hotspot mode is turned on, you can only connect to Bluetooth devices with Handsfree, Headset, Serial Port, and Dial-Up Networking Bluetooth profiles.

Submit a Mobile Hotspot diagnostic report

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Hotspot Connections**.
3. Press the key > **Diagnostics**.
4. Press the key > **Email Report**.

Related information

Set options for Mobile Hotspot diagnostic reports,

Troubleshooting: Mobile Hotspot mode

I can't use my smartphone as a mobile hotspot

Try the following actions:

- Verify that your mobile network connection and your Wi-Fi connection are both turned on.
- Verify that your BlackBerry smartphone is connected to the mobile network by checking that the indicator appears in the connections area at the top of the home screen.
- Verify that your wireless service plan is set up to use Mobile Hotspot mode. For more information, contact your wireless service provider.
- If you are roaming, on the **Mobile Network Options** screen, verify that the **Data Services** field and the **While Roaming** field are set to **On**.

Related information

Connect to the mobile network manually while using Mobile Hotspot mode, 272
Turn on or turn off Mobile Hotspot mode, 271

I can't connect multiple devices to my mobile hotspot

Depending on your wireless service plan, you might not be able to connect multiple devices to your mobile hotspot. For more information, contact your wireless service provider.

Bluetooth technology

How to: Bluetooth technology

About Bluetooth

Bluetooth technology is designed to establish a wireless connection between your BlackBerry smartphone and a Bluetooth enabled device, such as a hands-free car kit or a wireless headset.

Before you can connect your BlackBerry smartphone to a Bluetooth enabled device, you must first turn on Bluetooth technology on both devices and then pair the devices. Pairing establishes a relationship between the devices and usually needs to be done only once.

After you pair the devices, you can connect the devices when the Bluetooth enabled device is within range of your BlackBerry smartphone (a typical range is approximately 10 meters). For best results, keep your BlackBerry smartphone within direct line of sight of the Bluetooth enabled device. For example, if your BlackBerry smartphone is on the right side of your body, wear a Bluetooth enabled headset in your right ear.

When you turn on Bluetooth technology or when you connect your BlackBerry smartphone to another Bluetooth enabled device, Bluetooth status indicators appear at the top of the Home screen.

Turn on or turn off Bluetooth technology

If you try to perform an action using Bluetooth technology, you may be prompted to turn on Bluetooth technology. In some cases, such as when using NFC technology, your BlackBerry smartphone will turn on Bluetooth technology automatically.

On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on Bluetooth technology, select the Bluetooth checkbox.
- To turn off Bluetooth technology, clear the Bluetooth checkbox.

Pair with a Bluetooth enabled device

Before you begin: You must pair your BlackBerry smartphone with a Bluetooth enabled device before you can connect to it. For more information about preparing the Bluetooth enabled device for pairing, see the documentation that came with the Bluetooth enabled device.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections** > **Add New Device** > **Search**.
3. Click a Bluetooth enabled device.
4. If necessary, do one of the following:
   - If the Bluetooth enabled device does not have a keyboard (for example, a wireless headset), on your BlackBerry smartphone, type the pairing passkey that either appears on the Bluetooth enabled device or is provided in the documentation that came with the Bluetooth enabled device. The passkey is most often a numeric or alphanumeric code.
   - If the Bluetooth enabled device has a keyboard (for example, a laptop), type a pairing passkey of your choice on both devices.

Related information

Turn on or turn off Bluetooth technology, 276
I can't pair with a Bluetooth enabled device, 42
I can't share contacts with a paired Bluetooth enabled device, 287
I can't share contacts with a paired Bluetooth enabled device, 287

Connect to or disconnect from a paired Bluetooth enabled device

Before you begin: To perform this task, Bluetooth technology must be turned on and your BlackBerry smartphone must be paired with the Bluetooth enabled device.

Your BlackBerry smartphone might attempt to connect to a Bluetooth enabled device automatically when Bluetooth technology is turned on and the devices are within range. Your BlackBerry smartphone will usually stay connected to a paired Bluetooth enabled device, such as a car kit or headset, until you disconnect the devices.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a Bluetooth enabled device.

- To connect to a Bluetooth enabled device, press the key > **Connect**. If necessary, verify that the same number appears in the dialog boxes on both paired devices.
- To disconnect from a paired Bluetooth enabled device, highlight the device. Press the key > **Disconnect**.

Related information

Turn on or turn off Bluetooth technology, 276
I can't pair with a Bluetooth enabled device, 42

Switch to a paired Bluetooth enabled device during a call

Before you begin: To perform this task, you must turn on Bluetooth® technology.

During a call, press the key > **Activate <Bluetooth device>**.

Related information

Turn on or turn off Bluetooth technology, 276

Share contacts with a paired Bluetooth enabled car kit

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a Bluetooth enabled car kit.
4. Press the key > **Transfer Contacts**.

Related information

Set which contacts are available to share with a Bluetooth enabled car kit, 282
I can't share contacts with a paired Bluetooth enabled device, 287
I can't share contacts with a paired Bluetooth enabled device, 287
I lose my connection with a Bluetooth enabled car kit, 286
Set which contacts are available to share with a Bluetooth enabled car kit, 282

Send a file

Before you begin: To send a video, the video must be recorded in MMS mode.

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the key > **Send**.
4. Click a message type.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.

Related information

I can't attach a file to a text message, 129

Send contact cards using Bluetooth technology

Contact cards sent using Bluetooth technology are automatically saved in the contact list of the receiving smartphone.

1. On the home screen, click the **Contacts** icon.
2. Click a contact.
3. Press the key > **Send Contact Card** > **Send Using Bluetooth**.

Rename or delete a paired Bluetooth enabled device

Before you begin:

To perform this task, you must turn on Bluetooth® technology. To delete a paired Bluetooth enabled device, you must first disconnect your BlackBerry smartphone from the Bluetooth enabled device.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a paired Bluetooth enabled device.
   - To rename the device, press the key > **Device Properties**. In the **Device Name** field, change the name for the Bluetooth enabled device. Press the key > **Save**.
   - To delete the device, press the key> **Delete Device**.

Make your smartphone discoverable

If you make your BlackBerry smartphone discoverable, other Bluetooth enabled devices can detect your smartphone.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
   - To make your smartphone discoverable, set the **Discoverable** field to **Yes**.
   - To make your smartphone discoverable for 2 minutes only, set the **Discoverable** field to **2 Minutes**. After 2 minutes, the **Discoverable** field switches to **No** automatically.

Related information

I can't pair with a Bluetooth enabled device, 42

Bluetooth technology options

Bluetooth profiles

Depending on your BlackBerry smartphone model and wireless network, some profiles might not be supported.

Option	Description
Audio Source (A2DP)	This profile allows you to output audio from your BlackBerry smartphone to Bluetooth enabled devices that support stereo audio such as stereo headsets, speakers, and car kits.
A/V Remote Control (AVRCP)	This profile allows you to use the buttons on a Bluetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry smartphone.
Data Transfer	This service allows you to connect your BlackBerry smartphone to Bluetooth enabled devices that support the transfer of data such as media files.
Desktop Connectivity	This service allows you to connect your BlackBerry smartphone to a Bluetooth enabled computer that is running BlackBerry Desktop Software so that you can synchronize your organizer data.
Dial-Up Networking (DUN)	This profile allows you to use your BlackBerry smartphone as a modem when it is connected to a Bluetooth enabled computer.

Option	Description
Handsfree (HFP)	This profile allows you to connect your BlackBerry smartphone to Bluetooth enabled headsets and car kits that support the Handsfree profile.
Headset (HSP)	This profile allows you to connect your BlackBerry smartphone to Bluetooth enabled headsets that support the Headset profile.
Message Access Profile (MAP)	This profile allows you to use a Bluetooth enabled car kit with your BlackBerry smartphone to notify you of new messages. This profile can also help you read, delete, browse, compose, and send messages.
Serial Port Profile	This profile allows you to connect your BlackBerry smartphone to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.
SIM Access	If your BlackBerry smartphone uses a SIM card, this profile allows you to use a Bluetooth enabled car kit to control the SIM card on your BlackBerry smartphone so that you can make and receive calls using the car kit. When you use this feature, data services (browser service, email messaging, PIN messaging, and MMS messaging) are not available on your smartphone, and phone services are accessible only through the car kit. Before you can use this feature, you might need to enter a 16-digit alphanumeric code, generated by the car kit, on your BlackBerry smartphone.
Wireless Bypass	This service allows you to connect your BlackBerry smartphone to a Bluetooth enabled computer that is running the BlackBerry Desktop Software so that you can send and receive email messages and synchronize your organizer data without using a connection to the wireless network. To use this service, your email account must use a BlackBerry Enterprise Server.

Turn off a Bluetooth profile

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. In the **Services** section, clear the checkbox beside one or more Bluetooth profiles.
5. Press the key > **Save**.

Related information

Bluetooth profiles, 280

Set which contacts are available to share with a Bluetooth enabled car kit

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
   - To prevent your BlackBerry smartphone from sharing contacts with a Bluetooth enabled device, in the **Contacts Transfer** field, click **Disabled**.
   - To allow your smartphone to share all contacts with a Bluetooth enabled device, in the **Contacts Transfer** field, click **All**.
   - To allow your smartphone to share only the contacts that you have recently had contact with, in the **Contacts Transfer** field, click **Hotlist**.
   - To allow your smartphone to share only contacts in one or more categories, in the **Contacts Transfer** field, click **Selected**. To select which categories to share, click **Edit**. Select the checkbox next to each category you want to share.

Related information

Share contacts with a paired Bluetooth enabled car kit, 278
Share contacts with a paired Bluetooth enabled car kit, 278

Prevent your smartphone from making contacts available to other Bluetooth enabled devices

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. Change the **Contacts Transfer** field.
5. Press the key > **Save**.

After you finish: To allow your BlackBerry smartphone to make contacts available to other Bluetooth enabled devices, change the **Contacts Transfer** field to **All**.

Related information

Create a category for contacts, tasks, or memos, 193

Restrict outgoing calls

1. On the Home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. Set the **Allow outgoing calls** field to **Never** or **If Unlocked**.
5. Press the key > **Save**.

Change the pairing name for your BlackBerry smartphone

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. In the **Device Name** field, type a name for your BlackBerry smartphone.
5. Press the key > **Save**.

Turn off or turn on the Bluetooth connection notification

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
   - To turn off the Bluetooth connection notification, clear the **LED Connection Indicator** checkbox.
   - To turn on the Bluetooth connection notification, selet the **LED Connection Indicator** checkbox.
4. Press the key > **Save**.

Turn off the prompt that appears when connecting or pairing

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a paired Bluetooth enabled device.
4. Press the key > **Device Properties**.
5. Set the **Trusted** field to **Yes**.
6. Press the key > **Save**.

After you finish: To turn on the prompt again, set the **Trusted** field to **Prompt**.

Set the message types that your Bluetooth enabled car kit notifies you of

Before you begin: To perform this task, your Bluetooth enabled car kit must support the Message Access Profile (MAP).

For more information about using Bluetooth technology with your car, see the documentation that came with your car kit.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **MAP Options**.
4. Select the checkbox beside one or more message types.

Encrypt data that you send or receive using Bluetooth technology

Before you begin: To perform this task, the paired Bluetooth enabled device must support data encryption.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. Select the **Encryption** checkbox.
5. Press the key > **Save**.

Turn off automatic reconnection to Bluetooth enabled devices

By default, when you turn on your BlackBerry smartphone, your smartphone attempts to connect to the last Bluetooth enabled device that you used.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Press the key > **Options**.
4. Clear the **Connect on Power Up** checkbox.
5. Press the key > **Save**.

Troubleshooting: Bluetooth technology

I can't pair with a Bluetooth enabled device

Try the following actions:

- Verify that your BlackBerry smartphone is compatible with the Bluetooth enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you don't know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.
- If your smartphone doesn't detect the Bluetooth enabled device that you want to pair with, try making your smartphone discoverable for a short period. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Networks and Connections** > **Bluetooth Connections**. Click **Add New Device**. Click **Listen**. Bluetooth enabled devices can detect your smartphone for 2 minutes.
- If the Bluetooth enabled device uses a battery, connect it to a power source. Depending on the device, if the battery power is too low the device may be unable to pair.
- Turn off encryption for Bluetooth connections between your smartphone and the Bluetooth enabled device. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Networks and Connections** > **Bluetooth Connections**. Highlight a Bluetooth enabled device. Press the key > **Device Properties**. Clear the **Encryption** checkbox. Press the key > **Save**.
- If Mobile Hotspot mode is turned on, verify that you are trying to connect to a Bluetooth enabled device using the Handsfree, Headset, Serial Port, or Dial-Up Networking profiles.

My list of paired Bluetooth devices doesn't appear

Try the following actions:

- Verify that Bluetooth technology is turned on.
- Verify that you added Bluetooth enabled devices to the paired Bluetooth enabled devices list.

I can't type a passkey on a Bluetooth enabled device

If you can't type a passkey on a Bluetooth enabled device, the passkey might already be defined.

On your BlackBerry smartphone, in the **Enter passkey for <device name>** field, try typing **0000**.

I can't send or receive files

If you're trying to send a file as an attachment, your BlackBerry smartphone must be associated with an email account that uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

If your email account uses a BlackBerry Enterprise Server, your organization might not allow you to use some features or might prevent you from sending or receiving files. For more information about the features that are available on your smartphone, contact you administrator.

Try the following actions:

- Verify that the file you're trying to send or receive is a file type that's supported by BlackBerry smartphones.
- Verify that the file that you're trying to send is a file that you have added to your smartphone and that the file is not protected by copyright or DRM.
- If you're trying to send a file to or receive a file from a specific application, verify that the application is installed on your smartphone.
- If you can't find a file that was sent to you, check the folder that matches the file type of the sent file. Files sent to your smartphone are stored in the folder that matches each file's type. For example, if you receive a picture, the picture is saved in the pictures folder of your smartphone or media card, depending on your smartphone's settings.

I cannot find files sent to me over a Bluetooth connection

By default, files sent to your BlackBerry smartphone over a Bluetooth connection are saved in the folder that matches the type of file sent.

Related information

Search for a file that is saved on your smartphone, 132

I lose my connection with a Bluetooth enabled car kit

Try the following actions:

- Verify that your car kit is using the latest software version available. For more information about your Bluetooth enabled car kit's software version, see the documentation that came with your car kit.

- Move your BlackBerry smartphone to another location in your vehicle or turn your smartphone to face another direction. The location of your BlackBerry smartphone's Bluetooth antenna in relation to your car kit's Bluetooth antenna may affect the Bluetooth connection.

I can't share contacts with a paired Bluetooth enabled device

Try the following:

- Verify that Bluetooth technology is turned on.
- Verify that your BlackBerry smartphone is paired with the Bluetooth enabled device.
- Verify that, in the Bluetooth options, the **Contacts Transfer** field is not set to **Disabled**.
- Verify that your BlackBerry smartphone is connected to a Bluetooth enabled device that supports the Handsfree profile or the Object Push profile. For more information about supported profiles, see the documentation that came with the Bluetooth enabled device.

Related information

Turn on or turn off Bluetooth technology, 276
Pair with a Bluetooth enabled device, 277
Share contacts with a paired Bluetooth enabled car kit, 278
Turn on or turn off Bluetooth technology, 276
Pair with a Bluetooth enabled device, 277
Share contacts with a paired Bluetooth enabled car kit, 278

NFC technology

Depending on your wireless service provider, this feature might not be available.

How to: NFC technology

About NFC technology

If your wireless service provider supports NFC technology, you can use NFC technology to quickly and wirelessly exchange information between your BlackBerry smartphone and other NFC-enabled smartphones, smart accessories, NFC-enabled electronic payment terminals, and NFC-enabled access points. You can also use NFC technology to save, view, create, or change smart tags.

Depending on your wireless service provider and the applications you have added to your smartphone, you might be able to use your smartphone as a transit pass, an access pass, or a credit card by tapping the back of your smartphone against an NFC-enabled access point or NFC-enabled electronic payment terminal, subject to applicable terms and conditions from the particular vendor.

To use NFC technology on your smartphone, your smartphone must be within approximately 0.78 in. (2 cm) of the NFC-enabled smartphone, NFC-enabled electronic payment terminal, smart accessory, NFC-enabled access point, or smart tag that you want to exchange information with. When information is transferred over an NFC connection, your smartphone vibrates.

Turn on or turn off NFC technology

On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on NFC technology, select the **Near Field Communication** checkbox.
- To turn off NFC technology, clear the **Near Field Communication** checkbox.

Related information

My smartphone doesn't respond to NFC technology, 294

BlackBerry Tag

Pair with a Bluetooth enabled device using BlackBerry Tag

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Click **Add New Device**.
4. Align the back of your BlackBerry smartphone with a smart accessory or an NFC-enabled device.
5. If necessary, enter your smartphone password or your accessory's PIN.

Send a file using BlackBerry Tag

You can use BlackBerry Tag to send files such as pictures, songs, videos, documents, and voice notes between two NFC-enabled devices.

1. Do one of the following:
   - To send a single file, find and highlight or open a file.
   - To send multiple picture files, find and highlight the files you want to send.
2. Align the back of your BlackBerry smartphone with an NFC-enabled device.
3. If necessary, click **Send**.

Send contact cards using BlackBerry Tag

You can send a contact card from your BlackBerry smartphone to another NFC-enabled device or simultaneously exchange contact cards between two NFC-enabled BlackBerry smartphones. Contact cards sent using NFC technology are automatically saved in the contact list of the receiving smartphone.

1. On the home screen, click the **Contacts** icon.
2. Click a contact.
3. Align the back of your smartphone with the back of another BlackBerry smartphone or an NFC-enabled device.
4. If necessary, click **Send**.

Send a webpage using BlackBerry Tag

You can use BlackBerry Tag to send a webpage that is open in your browser.

1. On the home screen, click the **Browser** icon.
2. Navigate to a webpage.
3. Align the back of your BlackBerry smartphone with the back of another NFC-enabled device.

Smart tags

About smart tags

Organizations might add smart tags to items such as posters, flyers, or t-shirts. When you tap the back of your BlackBerry smartphone against a smart tag, your smartphone reads the smart tag and saves the smart tag in the Smart Tags application. Smart tags can contain a range of information including web addresses, telephone numbers, email addresses, coupons, graphics, media files, event details, and more. To read a smart tag, NFC technology must be turned on and the backlight on your smartphone must be turned on.

View, save, or delete a smart tag

When you tap the back of your BlackBerry smartphone against a smart tag, your smartphone automatically saves the smart tag in the Smart Tags application along with the date, time, and location.

Do one of the following:

- To view and save a new smart tag, tap the back of your smartphone against a smart tag.
- To view a saved smart tag, in the **Applications** folder, click the **Smart Tags** icon. Click a smart tag.
- To delete a saved smart tag, in the **Applications** folder, click the **Smart Tags** icon. Highlight a smart tag. Press the key > **Delete**.

Create a smart tag

1. In the **Applications** folder, click the **Smart Tags** icon.
2. Press the key > **Create Tag**.
   - To create a smart tag that presents the option to visit a webpage, in the **Type** drop-down list, click **Web**. In the **Name** field, type a name. In the **URL** field, type a web address.
   - To create a smart tag that presents the option to call a phone number, send a text message, or add a phone number to a contact list, in the **Type** drop-down list, click **Phone**. In the **Name** field, type a name. In the **Number** field, type a phone number.
   - To create a smart tag that presents the option to send an email or add the email address to a contact list, in the **Type** drop-down list, click **Email**. In the **Name** field, type a name. In the **Address** field, type an email address. To set a subject and message for the email, in the in the **Subject** and **Message** fields, type the subject and message.
   - To create a smart tag that presents the option to send a text message, in the **Type** drop-down list, click **SMS**. In the **Name** field, type a name. In the **Number** field, type a phone number. To set a message for the text message, in the **Message** field, type a message.
3. Click **Save**.

Share a smart tag

Before you begin:

To perform this task, NFC technology must be turned on and the  indicator must appear on the screen when you click a smart tag.

1. In the **Applications** folder, click the **Smart Tags** icon.
2. Click a smart tag.
3. Align the back of your BlackBerry smartphone with an NFC-enabled device.

Change a smart tag

You can change smart tags that you have created or smart tags that you have saved on your BlackBerry smartphone.

1. In the **Applications** folder, click the **Smart Tags** icon.
2. Highlight a smart tag.
3. Press the  key > **Edit**.
4. Change the **Type** drop-down list, or any of the fields.
5. Click **Save**.

Display a smart tag as a QR code

If you want to share a smart tag with a device that is not NFC-enabled, you can temporarily display the smart tag as a QR code on your BlackBerry smartphone for the device to scan.

1. In the **Applications** folder, click the **Smart Tags** icon.
2. Highlight a smart tag.
3. Press the  key > **Show as Barcode**.

Save a QR code as a smart tag

When you scan a QR code through the Smart Tags application, your BlackBerry smartphone automatically saves it as a smart tag in the Smart Tags application along with the date and time.

1. In the **Applications** folder, click the **Smart Tags** icon.
2. Press the  key > **Scan Barcode**.
3. Point your camera at a QR code and hold it steady until a smart tag appears on your smartphone's screen.

Copy smart tag data from your smartphone to a writable smart tag

You can copy the data of a smart tag that you created to a writable smart tag. You can use writable smart tags to make your own smart posters, smart postcards, and more.

1. In the **Applications** folder, click the **Smart Tags** icon.
2. Click a smart tag.
3. Press the key > **Write to Tag**.
4. Tap the back of your BlackBerry smartphone against a writable smart tag.

After you finish: To prevent other NFC-enabled devices from changing the writeable smart tag, press the key > **Lock Tag**. Tap the back of your smartphone against the writeable smart tag.

Copy Bluetooth pairing information to a writeable smart tag

Before you begin: To perform this task, your BlackBerry smartphone must already be paired with a Bluetooth enabled device.

To make pairing faster between NFC-enabled devices and a Bluetooth enabled device that does not have NFC, you can copy the Bluetooth enabled device's pairing information from your smartphone to a writeable smart tag. The next time you want to pair an NFC-enabled device with the Bluetooth enabled device, you can do so by tapping the writeable smart tag.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Bluetooth Connections**.
3. Highlight a paired device.
4. Press the key > **Write to Tag**.
5. Tap the back of your smartphone against a writeable smart tag.

Add a smart tag to or remove a smart tag from your list of favorites

1. In the **Applications** folder, click the **Smart Tags** icon.
2. Highlight a smart tag.
   - To add a smart tag to your favorites, press the key > **Mark as Favorite**.
   - To remove a smart tag from your favorites, press the key > **Unmark as Favorite**.

View your list of favorite smart tags

1. In the **Applications** folder, click the **Smart Tags** icon.
2. Press the key > **View Favorites**.

NFC technology options

Allow NFC payment transactions when your smartphone is turned off, locked, or the backlight is off

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Near Field Communication**.
3. In the **Allow NFC Card Transactions** section, do any of the following:
   - To allow NFC payment transactions when your BlackBerry smartphone is locked or the backlight is off, select the **When Locked or Backlight is Off** checkbox.
   - To allow NFC payment transactions when your smartphone is turned off, select the **When Powered Off** checkbox.
4. Press the key > **Save**.

Turn off the prompt that appears when you send or receive a file using BlackBerry Tag

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Near Field Communication**.
3. Clear the **Prompt Before Sending Content** or **Prompt Before Receiving Content** checkbox.
4. Press the key > **Save**.

After you finish:

To turn on the prompts again, select the **Prompt Before Sending Content** or **Prompt Before Receiving Content** checkbox.

Play a sound alert when NFC technology makes a connection

You can set your BlackBerry smartphone to play a sound alert when NFC technology connects to a smart accessory, reads a smart tag, or exchanges information with an NFC-enabled electronic payment terminal or NFC-enabled access point.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Near Field Communication**.
3. Select the **Play Sound Alert on Tap** checkbox.

4. Press the key > **Save**.

Troubleshooting: NFC technology

NFC doesn't appear on the Manage Connections screen

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

My smartphone doesn't respond to NFC technology

Try the following actions:

- Verify that NFC technology is turned on.
- If you are trying to make a payment transaction using NFC technology and your BlackBerry smartphone's backlight is off or your smartphone is off, verify that your smartphone is set to allow NFC payment transactions when the backlight is off or the smartphone is off.
- If you are trying to make a payment transaction using NFC technology, verify that the Smart Tags application isn't running. If the Smart Tags application is open, you can't make payment transactions using NFC technology.

Related information

Turn on or turn off NFC technology, 288

I can't send or receive files

If you're trying to send a file as an attachment, your BlackBerry smartphone must be associated with an email account that uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

If your email account uses a BlackBerry Enterprise Server, your organization might not allow you to use some features or might prevent you from sending or receiving files. For more information about the features that are available on your smartphone, contact you administrator.

Try the following actions:

- Verify that the file you're trying to send or receive is a file type that's supported by BlackBerry smartphones.

- Verify that the file that you're trying to send is a file that you have added to your smartphone and that the file is not protected by copyright or DRM.
- If you're trying to send a file to or receive a file from a specific application, verify that the application is installed on your smartphone.
- If you can't find a file that was sent to you, check the folder that matches the file type of the sent file. Files sent to your smartphone are stored in the folder that matches each file's type. For example, if you receive a picture, the picture is saved in the pictures folder of your smartphone or media card, depending on your smartphone's settings.

Media server

How to: Media server

About sharing files using the media server

The media server allows you to wirelessly share the media files from your BlackBerry smartphone with supported devices that are UPnP compatible or DLNA Certified, such as some computers, TVs, or other home entertainment equipment. Supported devices connect to your smartphone and get access to your shared media files so you can play the files on the connected devices.

To share media files, your smartphone must have file sharing turned on and must be connected to the same Wi-Fi network as the device that you want to share the media files with.

Share media files using the media server

Before you begin: To share media files media server has to be turned on and your BlackBerry smartphone must be connected to the same Wi-Fi as the device you want to share media files with.

When you turn on file sharing, your smartphone appears on the Wi-Fi network, but you have to allow access to your shared media files to devices on your network before your shared files are detected.

1. On the home screen, click the **Media** icon.
2. Press the  key > **Media Server**.
3. Select the **File Sharing** checkbox.
4. When the file sharing indicator appears in the upper-right corner of the home screen, use the connected device you want to share media files with to access your smartphone.
5. On your smartphone allow access to your shared media files when prompted.
6. To avoid the prompt and automatically accept all requests to share your media files, click **Access Control** and select the **Auto Accept All Connections** checkbox.

After you finish:

Note: If you turn off file sharing and then turn it on again, devices that are identified by IP addresses that were previously connected prompt you for access again.

Manage the devices connected to the media server

You can change your decisions about which devices connect, and how they connect, while using Media Server.

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Server**.
3. Click **Access Control**.
4. Highlight a connection.
5. Do one of the following:
   - To change whether a device automatically connects, must receive permission to connect, or is automatically denied access to the media server, change the field.
   - To delete a device that's not currently active, press the key > **Delete Selected Device**.

Select the types of media files that you share using the media server

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Server**.
3. Click **Preferences**.
4. Select or clear the checkbox beside each type of media file that you want to start or stop sharing.

Change the display name of the media server

The display name that you assign to your media server appears on supported devices when they detect the media server on the Wi-Fi network.

1. On the home screen, click the **Media** icon.
2. Press the key > **Media Server**.
3. Click **Preferences** > **Edit**.
4. Type a display name for your BlackBerry smartphone.
5. Click **OK**.

Smart accessories

About the Smart Accessories application

You can change how your BlackBerry smartphone functions when you connect it to a dock, charger, or charging pod by creating a dock profile to identify the dock or charger in the Smart Accessories application. For example, you might be able to identify a dock as a bedside dock so that when you connect your smartphone, your smartphone's sound profile turns off, and your smartphone's alarm clock turns on.

Set up a new dock

The first time you connect your BlackBerry smartphone to a dock, charger, or charging pod, you're prompted to set the behavior of your smartphone for each time it connects. If you choose not to set the behaviour of your smartphone you'll be prompted again the next time you connect your smartphone to the dock, charger, or charging pod. If you remove your smartphone from the dock, charger, or charging pod while the configuration screen is displayed on your smartphone, the configuration screen will remain open.

1. In the **Smart dock** dialog box, click **Configure**.
2. In the **Dock Name** field, type a name for your dock profile.
   - To turn on an application when you connect your smartphone, in the **Start Application** drop-down list, click an application.
   - To change the sound profile when you connect your smartphone, in the **Sound Profile** drop-down list, click a sound profile.
   - To turn on or turn off the mobile network when you connect your smartphone, in the **Mobile Network** drop-down list, click **On** or **Off**.
   - To turn on or turn off the Wi-Fi connection when you connect your smartphone, in the **Wi-Fi** drop-down list, click **On** or **Off**.
   - To turn on or turn off Bluetooth technology when you connect your smartphone, in the **Bluetooth** drop-down list, click **On** or **Off**.
3. Press the  key > **Save**.

Change a dock profile

Before you begin: To perform this task you must have a dock profile saved on your BlackBerry smartphone.

You can change the applications that open, the sound profile, or whether the mobile network, Wi-Fi network, or Bluetooth technology turns on or turns off when you connect your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Smart Accessories**.
3. Click a dock profile.
4. Change the dock settings.
5. Press the  key > **Save**.

Delete a saved dock profile

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Smart Accessories**.
3. Highlight a dock profile.
4. Press the  key > **Delete**.

Power and battery

How to: Power and battery

Set your smartphone to turn on and turn off automatically

You can set your BlackBerry smartphone to turn off while you aren't using it for an extended period, like when you sleep. Data you receive when the smartphone is turned off automatically updates when the smartphone turns on.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Auto On/Off**.
3. In the **Weekday** or **Weekend** section, select the **Enabled** checkbox.
4. Specify the times when your smartphone should turn on and turn off on weekdays and weekends.
5. Press the key > **Save**.

Turn off your smartphone

Depending on your theme, the location or name of the Power Off icon might differ from the location or name in this task.

- If you haven't set your BlackBerry smartphone to turn on and turn off automatically at specific times, press and hold the key.
- If you have set your smartphone to turn on and turn off automatically at specific times, on the home screen or in a folder, click the **Power Off** icon. If you want your smartphone to stay turned off until you turn it on again, click **Full Power Off**. If you want your smartphone to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

Reset your smartphone

Remove and reinsert the battery.

Check the battery power level

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Device and Status Information**.

About the Device Analyzer application

You can use the Device Analyzer application to monitor applications for excess power consumption and to conserve battery life. For example, you can turn on battery saving mode to monitor your BlackBerry smartphone's battery power level. When the battery power level starts getting low, the Device Analyzer application automatically changes options to conserve power, such as the brightness of the backlight or the length of vibration alerts. You can also turn on application monitoring, which allows you to see which applications are consuming the most battery power.

About battery saving mode

Battery saving mode helps your phone conserve energy and extend the amount of time between charges. When turned on, battery saving mode monitors the battery strength. When your battery strength starts getting low, the application automatically adjusts some options in the phone. Some options the phone adjusts to extend battery strength include:

- Reducing the brightness of the backlight to its lowest level.
- Reducing the length of time before the backlight turns off.
- Turning on the option to automatically dim the backlight.
- Reducing the setting for the Mobile Hot Spot automatic shutdown timer.

Turn on or turn off battery saving mode

When you turn on battery saving mode, your BlackBerry smartphone automatically changes options to conserve battery power. When you turn off battery saving mode or the smartphone is charged, your normal smartphone settings are restored.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Battery Savings Mode**.

3. Select or clear the **Turn on Battery Saving Mode when battery power level is low** checkbox.
4. To change the power level that turns on battery saving mode, change the **Start when battery power is at or drops below** field.
5. Press the key > **Save**.

Turn on or turn off application monitoring

Application monitoring alerts you when an application uses too much battery power or stops responding. To conserve battery power, you can close or remove these applications.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Monitoring Mode**.
3. Select or clear the **Turn on Application Monitoring** checkbox.

Storage space and media cards

How to: Storage space and media cards

About media cards

Depending on your BlackBerry smartphone model, you can insert a microSD media card into your smartphone to take videos and increase the storage space that's available on your smartphone for storing media files such as songs, ring tones, videos, or pictures. For more information about inserting a media card into your smartphone, see the printed documentation that came with your smartphone.

Supported media cards

Your BlackBerry smartphone supports media card sizes up to 32 GB. Only microSD media cards are supported.

Turn on or turn off media card support

When you turn off media card support, your BlackBerry smartphone can't access the files that are on your media card. This might be useful if you want to make sure that your files are saved to your smartphone's built-in media storage rather than your media card.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Select or clear the **Media Card Support** checkbox.
4. Press the  key > **Save**.

Turn on or turn off USB mass storage mode

If your BlackBerry smartphone is connected to your computer with a USB cable but doesn't appear as a drive on your computer, you may have to turn on USB mass storage mode.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Press the key > **Enable USB Mass Storage**.
4. If necessary, type your smartphone password.

Your smartphone appears as a drive on your computer.

After you finish:

To turn off USB mass storage mode, press the key > **Disconnect**.

Back up smartphone data to your media card

Before you begin: To perform this task, you must have a media card inserted in your BlackBerry smartphone.

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

CAUTION: If you perform this task, any existing backup data on your media card is deleted and replaced with your new backup data.

1. On the home screen, click the **Setup** icon.
2. In the **Setup** section, click **Device Switch** > **Using a Media Card** > **Save Data**.
   - To back up smartphone data including email, select the **Save emails** checkbox.
   - To back up smartphone data excluding email, clear the **Save emails** checkbox.
3. Click **Continue**.
4. To set a password for your data, in the **Password** field, enter a password.
5. In the **Confirm** field, re-enter the password.
6. Click **Save**.

Related information

Restore smartphone data from your media card, 305

Restore smartphone data from your media card

If you have backed up your BlackBerry smartphone data to your media card, you should be able to restore the data to your smartphone.

1. On the home screen, click the **Setup** icon.
2. In the **Setup** section, click **Device Switch** > **Using a Media Card** > **Transfer Data** > **Continue**.
3. In the **Password** field, enter the password you set when you backed up your smartphone data.
4. Click **Enter**.

Related information

Back up smartphone data to your media card, 304

Repair files stored on your media card or on your smartphone

CAUTION: If you run the repair feature on your BlackBerry smartphone, your smartphone might delete files that have errors from your media card or on your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Press the key > **Repair**.
4. Complete the instructions on the screen.

After you finish: If your media card is still not repaired after you run the repair feature, you might want to try formatting it.

Related information

My smartphone doesn't recognize my media card, 308

Format your media card or built-in media storage

Depending on your BlackBerry smartphone model, you might not be able to format your smartphone's built-in media storage.

CAUTION: If you format your media card or built-in media storage, all of the data that's saved to your media card or built-in media storage is deleted. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Press the key > **Format**.
4. Complete the instructions on the screen.

About compression

Compression is designed to reduce the size of your BlackBerry smartphone data while maintaining the integrity of that data. When compression is turned on, your smartphone can compress your data, including messages, contacts, calendar entries, tasks, and memos. You should keep compression turned on.

If both compression and encryption are turned on, your smartphone compresses smartphone data before encrypting it.

About file encryption

File encryption is designed to protect files that you store on your BlackBerry smartphone and on a media card that can be inserted in your smartphone. You can encrypt the files on your smartphone and on your media card using an encryption key that your smartphone generates, your smartphone password, or both.

If you encrypt the files using an encryption key that your smartphone generates, you can only access the files on your media card when the media card is inserted in your smartphone. If you encrypt the files using your smartphone password, you can access the files on your media card in any smartphone that you insert your media card into, as long as you know the password for the smartphone.

Related information

Turn on encryption, 306

Turn on encryption

Before you begin: To encrypt data on your BlackBerry smartphone, you must set a password for your smartphone.

Depending on the amount of storage space available, you might not be able to encrypt files on your smartphone or on your media card.

You can set encryption to include or exclude your contacts. If you turn on encryption for contacts and you receive a call when your smartphone is locked, the encrypted contact information doesn't appear on the screen.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. To encrypt data and files on your smartphone, in the **Device Memory** section, select the **Encrypt** checkbox.
4. To encrypt files that are stored on a media card, in the **Media Card** section, select the **Encrypt** checkbox and do one of the following:

- To encrypt files using an encryption key that your smartphone generates, change the **Mode** field to **Device Key**.
- To encrypt files using your smartphone password, change the **Mode** field to **Device Password**.
- To encrypt files using an encryption key and your smartphone password, change the **Mode** field to **Device Password & Device Key**.

5. Press the key > **Save**.

After you finish:

To stop encrypting data and files on your smartphone, in the **Device Memory** section, clear the **Encrypt** checkbox. To stop encrypting files on your media card, in the **Media Card** section, clear the **Encrypt** checkbox.

Related information

About file encryption, 306

View the amount of available storage space on your smartphone

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.

Related information

Tips: Freeing space to optimize your smartphone's performance, 48

View the amount of storage space used by media files

1. On the Home screen, click the **Media** icon.
2. Press the key > **Memory Use**.

Troubleshooting: Storage space and media cards

My smartphone doesn't recognize my media card

Try the following actions:

- Verify that your media card is inserted in your BlackBerry smartphone correctly. For more information about inserting a media card into your smartphone, see the printed documentation that came with your smartphone.
- In your media card options, verify that media card support is turned on.
- In your media card options, if there's a message to format your media card, disconnect your smartphone from your computer. Format your media card.

  CAUTION: Formatting your media card will delete all the files from it.

Related information

Turn on or turn off media card support, 141
Format your media card or built-in media storage, 305

The application storage on my smartphone is low

When the application storage available on your BlackBerry smartphone is low, your smartphone displays a dialog box that lists applications and languages that you don't use frequently. You can delete applications and languages in this list.

Try the following actions:

- Verify that you have deleted old email messages or text messages, especially messages with attachments.
- Verify that you have deleted contacts that are already in your organization's contact list.
- Verify that you have deleted media files from your smartphone.
- If you recently updated your BlackBerry Device Software over the wireless network, verify that you have deleted the previous version of the BlackBerry Device Software.
- Verify that you have cleared the browser cache.

Related information

Tips: Freeing space for your music, pictures, videos, and files, 34
View the amount of available storage space on your smartphone, 307

View the amount of available storage space on your smartphone, 307

Search

How to: Search

Search for an item

You can search for help, contacts, documents, files, memos, pictures, videos, and more on your BlackBerry smartphone. You can narrrow your search from an app, or you can extend your search to the Internet. You can also view items you selected from previous search results.

1. On the home screen, click the icon.
2. Type your search terms.

After you finish: To stop a search, press the key twice.

Related information

Change what happens when you type on the Home screen, 23

Search for an item using voice enabled search

Before you begin: Voice enabled search might not be available in all languages. To complete this task, your BlackBerry smartphone must be connected to the wireless network.

1. On the home screen, click the icon.
2. Click the icon.
3. Say your search terms.

After you finish: To stop a search, press the key twice.

Related information

Change the language for voice enabled search,

Change search options

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Search**.
   - To clear search history, click **Delete Search History**.
   - To turn off search history, clear the **Show Search History** checkbox.
   - To turn off web suggestions, clear the **Show Web Suggestions** checkbox.
   - To change which applications appear in your search results, in the **Data Sources** and **Extended Providers** sections, select or clear the checkbox beside one or more of the listed applications.
3. Press the key > **Save**.

Change the language for voice enabled search

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
3. Change the **Voice Search** field.
4. Press the key > **Save**.

Search for messages

You can search for messages on your BlackBerry smartphone. You might also be able to search for messages in the email application on your computer or in another associated email account if your email account uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature.

On the home screen, click the **Messages** icon.

- To search for messages based on the subject, highlight a message. Press the key > **Search by** > **Subject**.
- To search for messages based on the sender, highlight a message. Press the key > **Search by** > **Sender**.
- To perform an advanced search, press the key > **Search by** > **Advanced**. Specify the search criteria. To save the search criteria, press the key > **Save**. Click **Search**.
- To search for messages using the criteria from your last advanced search, press the key > **Search by** > **Advanced**. Press the key > **Last**.

Note: If you search for messages, your smartphone doesn't search attachments.

After you finish: To stop a search, press the key.

Related information

Do more with your message search results, 313
Message search criteria, 312

Message search criteria

Field	Description
Search Messages	Specify whether you search for messages that are on your BlackBerry smartphone or for messages that are in an email application on your computer.
Name	Specify one or more contacts or email addresses that your smartphone should search for in messages. To widen the search, you can also specify part of a name.
Appears in	Change the type of address field that your smartphone should search in for the name or email address.
Subject	Specify one or more words that your smartphone should search for in the subject of messages.
Message	Specify one or more words that your smartphone should search for in the body of messages.
Include Encrypted Messages	Specify whether your smartphone searches encrypted messages, plain text messages, and digitally signed messages.
Service	If your smartphone is associated with more than one email address, change the email account that your smartphone should search in for messages. Not all email accounts support this feature.

Field	Description
Folder	Change the folder that your smartphone should search in for messages.
Show	Change the status of messages that your smartphone should search for.
Type	Change the type of messages that your smartphone should search for.

Do more with your message search results

1. In the search results, highlight a message.
2. Press the key.
   - To view more available search results, click **Get More Results**.
   - To add the message that you highlighted to your message inbox, click **Add**.
   - To add all the messages from the search results to your message inbox, click **Add All**.
   - To delete the search results, click **Delete Search**.
   - To start a new search, click **Search by**.

CAUTION: If you delete a message from the message search results, the message is also deleted from your message inbox or the email application on your computer.

View, change, or delete a saved search

1. On the home screen, click the **Messages** icon.
2. Press the key > **Search by** > **Advanced**.
3. Press the key.
   - To view a list of saved searches, click **Recall**.
   - To change a saved search, click **Recall**. Highlight a search. Press the key > **Edit Search**. Change the search criteria. Press the key > **Save**.
   - To delete a saved search, click **Recall**. Highlight a search. Press the key > **Delete Search**.

Search for text in a message, in a file, or on a webpage

Before you begin: To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a webpage, press the key > **Find** or **Find on Page**.
2. Type the text.
3. Press the key on the keyboard.

After you finish: To search for the next instance of the text, press the key > **Find Next** or **Find Next on Page**.

Search for a contact

You can search for contacts in your contact list or, if your email account uses a BlackBerry Enterprise Server, you might also be able to search for contacts in your organization's contact list.

1. On the home screen, click the **Contacts** icon.
   - To search for a contact in your contact list, type all or part of a contact's name.
   - To search for a contact in your organization's contact list, click **Remote Lookup**. Type all or part of a contact's name. Click **OK**.
2. Highlight a contact.
3. Press the key.
   - To view information for a contact, click **View**.
   - To add a contact from your organization's contact list to your contact list, click **Add to Contacts**.
   - To add all of the contacts from your organization's contact list to your contact list, click **Add All to Contacts**.
   - To view the next 20 matches in your organization's contact list, click **Get More Results**.
   - To narrow search results when a contact's name has multiple matches, highlight a contact's name. Click **Resolve**.
   - To delete the search results after you have searched your organization's contact list, click **Delete Lookup**.
   - To start a new search when you are searching your organization's contact list, click **Lookup**.

Related information

Change how contact names appear in Remote Lookup results, 198

Troubleshooting: Search

I don't get any voice enabled search results

Try one of the following:

- Verify that your BlackBerry smartphone has a strong connection to the wireless network.
- Verify that the correct language is set for voice enabled search.

Related information

Turn on, turn off, or check the status of a network connection, 255

Security

How to: Security

Security basics

About the smartphone password

There are several types of password protection that you can use on your BlackBerry smartphone.

Smartphone password

You can create a smartphone password to help protect your smartphone from unauthorized access and use, and you can set your smartphone to lock after a certain period of inactivity. You must enter your smartphone password to unlock your smartphone. If you forget your password, it can't be recovered. For security reasons, if you exceed the number of allowed password attempts, your smartphone deletes all your smartphone data and prompts you to set a new password.

BlackBerry ID

After you create a BlackBerry ID, you can use a single email address and password to log in to any BlackBerry product or service that supports BlackBerry ID. If you exceed the number of allowed attempts to log in using BlackBerry ID, wait for the security lockout to end before you try to log in again. To reset your BlackBerry ID password, visit www.blackberry.com/blackberryid.

Password Keeper

You can use the Password Kepper () to store password information, such as your passwords for online banking. The Password Keeper is designed to encrypt your password information, and decrypt it when you enter the Password Keeper password. Rember that you might also need your smartphone password before you access the Password Keeper. If you exceed the number of allowed attempts to open the Password Keeper, the Password Keeper data can't be accessed unless you restore your smartphone data. After you restore your smartphone data, when you attempt to open Password Keeper you are prompted to create a Password Keeper password. Then, you are prompted to enter the old Password Keeper password to access old password information.

Restoring your data

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Set or change your smartphone password, 317
I forget my smartphone password, 40
My smartphone prompts me to make an emergency call when I type a password, 346

Set or change your smartphone password

If you forget your BlackBerry smartphone password, it can't be recovered. You can reset your password without knowing your current password by deleting all your smartphone data.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
   - To set a password, click **Set Password**.
   - To change your password, click **Change Password**.
3. Type a password.
4. Press the  key > **Save**.

After you finish: To turn off your smartphone password, clear the **Enable** checkbox.

Related information

Lock or unlock your smartphone, 29
About backing up and restoring smartphone data, 178
Require your smartphone password before adding an app, 243
Lock or unlock your smartphone, 29
About backing up and restoring smartphone data, 178
About the smartphone password, 316
I forget my smartphone password, 40
Delete smartphone data, third-party applications, or media card files, 318

Lock or unlock your smartphone

You can lock the keyboard and screen to avoid pressing a key or the screen accidentally or making calls accidentally and, if you have set a BlackBerry smartphone password, you can also lock your smartphone with a password.

Do one of the following:

- To lock the keyboard and screen, press the **Lock** key on the top of your smartphone.
- To unlock the keyboard and screen, press the **Lock** key and slide your finger up.
- To lock your smartphone with a password, on the home screen or in a folder, click the  icon.
- To unlock your smartphone, enter your password.

Related information

Set or change your smartphone password, 317
Set or change your smartphone password, 317

Change when your smartphone locks automatically with a password

Before you begin:

Depending on the options that your administrator sets, you might not be able to perform this task. For more information, contact your administrator.

If you set a BlackBerry smartphone password, you can set your smartphone to lock automatically after a certain period of time or when you insert your smartphone into a holster.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
   - To change the amount of time that passes before your smartphone locks automatically, change the **Lock After** field.
   - To lock your smartphone when you insert it into a holster, select the **Lock Handheld Upon Holstering** checkbox.
3. Press the  key > **Save**.

Related information

Turn on or turn off dialing from the lock screen, 74

Set a limit for smartphone password attempts

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. Change the **Number of Password Attempts** field.
4. Press the  key > **Save**.

Delete smartphone data, third-party applications, or media card files

Before you delete your BlackBerry smartphone data or media card files, consider backing up the data and files so that you have a copy on your computer.

CAUTION: If encryption is turned on, the process for deleting all smartphone data can take about one hour to complete. You can't stop the process after you start it. If you reset your smartphone, the process restarts after the smartphone restarts.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Wipe**.
3. Select the checkboxes for items that you want to delete.
4. Type **blackberry**.
5. Click **Wipe Data**.

After you finish: If your smartphone was previously associated with a BlackBerry Enterprise Server, when you delete all your smartphone data, any IT policy rules that were associated with your smartphone remain and may continue to affect the features and settings that are available on your smartphone.

Parental Controls

About Parental Controls

Parental Controls are designed to help you have more control over how the features of the BlackBerry smartphone are used. With Parental Controls you can block content, turn features on or off, and decide what types of communication are available. When you turn on Parental Controls a four-digit PIN is required to change the allowed services, which prevents children or other parties from changing your settings.

Turn on Parental Controls

When you set a PIN for Parental Controls, the only way to reset the PIN if you forget it is to delete all the data on the smartphone.

To turn on Parental Controls:

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Parental Controls**.
3. Select the **Enable** checkbox to turn on Parental Controls.
4. Select one or more of the following options to allow or limit the use of the feature:
   - To allow phone calls, select the **Phone** checkbox. To limit incoming calls to stored contacts, select the **Limit incoming calls to contacts** checkbox.
   - To allow text messages, select the **Text Messages** checkbox.
   - To allow the exchange of files over a Bluetooth connection, select the **Bluetooth** checkbox.
   - To allow the use of location services, like GPS, select the **Location services** checkbox.
   - To allow Internet access, select the **Browser** checkbox.
   - To allow the uploading of files to the YouTube website, select the **YouTube Uploader** checkbox. This restriction does not limit access to the YouTube website.

- To allow the installation of third party applications, select the **Application installations** checkbox.
- To allow the addition of new email accounts, select the **Email account setup** checkbox.
- To allow access to Facebook, click the **Facebook** checkbox. The Facebook option and the Twitter option work together. You must either allow or restrict access to both applications. If you select or clear the checkbox for one option, the setting is automatically applied to the other option.
- To allow access to Twitter, select the **Twitter** checkbox.
- To allow picture taking, select the **Camera** checkbox.
- To allow access to BlackBerry Messenger, select the **BlackBerry Messenger** checkbox.

5. Press the key > **Options**.
6. Press the key > **Save**.
7. Enter a four-digit PIN. Click **OK**.
8. Confirm the PIN. Click **OK**.

Change Parental Controls

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Parental Controls**.
3. Make changes to your options.
4. Press the key > **Save**.
5. Enter your four-digit PIN. Click **OK**.

Turn off Parental Controls

To turn off Parental Controls

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Parental Controls**.
3. Clear the **Enable** checkbox.
4. Press the key > **Save**.
5. Enter your four-digit PIN. Click **OK**.

Password Keeper

About the Password Keeper

Use the Password Keeper to store all your passwords in one place. The Password Keeper is designed to protect your passwords with a Password Keeper password. When you type this password, the Password Keeper decrypts your passwords.

You can also use the Password Keeper to generate random passwords that contain numbers, letters, and symbols.

Add, change, or delete a password that is saved in the Password Keeper

On the home screen or in the **Applications** folder, click the **Password Keeper** icon.

- To add a password, press the key > **New**. Type the password information. Press the key > **Save**.
- To change a password, highlight a password. Press the key > **Open**. Change the password information. Press the key > **Save**.
- To delete a password, highlight a password. Press the key > **Delete**.

Change the Password Keeper password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the key > **Change Password**.

Set a limit for password attempts in the Password Keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the key > **Options**.
3. Change the **Password Attempts** field.
4. Press the key > **Save**.

Copy a password

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Highlight a password.
3. Press the key > **Copy Username** or **Copy Password**.

After you finish: To clear the clipboard, press the key > **Clear Clipboard**.

Note: Passwords are not encrypted when they are on the clipboard.

Prevent password copying

1. On the home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the key > **Options**.
3. In the **Password Entries** section, clear the **Allow Clipboard Copy** checkbox.
4. Press the key > **Save**.

Hide or show passwords in the Password Keeper

1. On the Home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. Press the key > **Options**.
   - To hide passwords in the Password Keeper, clear the **Show Password** checkbox.
   - To show passwords in the Password Keeper again, select the **Show Password** checkbox.
3. Press the key > **Save**.

Generate a random password

1. On the home screen or in the **Applications** folder, click the **Password Keeper** icon.
2. If necessary, change the criteria for generating random passwords by doing any of the following:
   - Press the key > **Options**. Change the **Length** field.
   - Press the key > **Options**. Select or clear the **Include Alpha**, **Include Numbers**, or **Include Symbols** checkboxes.
3. Press the key > **New**.
4. Press the key > **Random Password**.
5. Press the key > **Save**.

Encryption

About encrypting data and files on your smartphone

When encryption for data on your BlackBerry smartphone is turned on, your smartphone uses a private key to encrypt data stored on your smartphone, including data that your smartphone receives when it's locked. When you lock your smartphone with a password, a lock indicator appears at the top of the screen when your smartphone has secured your data. You can also encrypt the files on your media card using your smartphone password, an encryption key that your smartphone generates, or both. Your smartphone decrypts data as you access it.

If you encrypt the files on your media card using an encryption key that your smartphone generates, you can only access the files when the media card is inserted into your smartphone. If you encrypt the files using your smartphone password, you can access the files in any smartphone that you insert your media card into, as long as you know the smartphone password that was used to protect the files.

If you use a smart card certificate for authentication, depending on the smart card, you might also be able to use one of your smart card certificates to provide two-factor encryption. In order to access the encrypted content, you must provide your smartphone password and also connect your smartphone to your smart card reader.

Turn on encryption

Before you begin: To encrypt data on your BlackBerry smartphone, you must set a password for your smartphone.

Depending on the amount of storage space available, you might not be able to encrypt files on your smartphone or on your media card.

You can set encryption to include or exclude your contacts. If you turn on encryption for contacts and you receive a call when your smartphone is locked, the encrypted contact information doesn't appear on the screen.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. To encrypt data and files on your smartphone, in the **Device Memory** section, select the **Encrypt** checkbox.
4. To encrypt files that are stored on a media card, in the **Media Card** section, select the **Encrypt** checkbox and do one of the following:
   - To encrypt files using an encryption key that your smartphone generates, change the **Mode** field to **Device Key**.
   - To encrypt files using your smartphone password, change the **Mode** field to **Device Password**.
   - To encrypt files using an encryption key and your smartphone password, change the **Mode** field to **Device Password & Device Key**.
5. Press the key > **Save**.

After you finish:

To stop encrypting data and files on your smartphone, in the **Device Memory** section, clear the **Encrypt** checkbox. To stop encrypting files on your media card, in the **Media Card** section, clear the **Encrypt** checkbox.

Related information

About file encryption, 306

Set encryption strength

If encryption of data that is stored on your BlackBerry smartphone is turned on, you can set the strength of the encryption that your smartphone uses to protect data that you receive when your smartphone is locked with a password.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. Change the **Strength** field.
4. Press the key > **Save**.

Use a certificate to encrypt the encryption keys on your smartphone

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

If you have encryption for data that is stored on your BlackBerry smartphone turned on and your smart card reader supports this feature, you might be able to use a certificate from the smart card to encrypt the encryption keys on your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Encryption**.
3. Select the **Two-factor Protection** checkbox.
4. Press the key > **Save**.

Generate an encryption key

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

If you can't send or receive work email messages, regenerating an encryption key might help resolve the issue.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Status Information**.
3. Highlight a service.
4. Press the key.
5. Click **Regenerate Encryption Key**.

SIM card

Depending on your wireless service provider and wireless network, your BlackBerry smartphone might not use a SIM card.

Protect your SIM card with a PIN code

To get your SIM card PIN code, contact your wireless service provider.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
3. Press the key > **Enable Security**.
4. Type your SIM card PIN code. If you exceed the number of allowed attempts to enter the SIM card PIN code, your SIM card does not function.
5. Press the key on the keyboard.

Change a SIM card PIN code

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **SIM Card**.
   - To change the PIN code that protects your SIM card, press the key > **Change PIN code.**
   - To change the PIN code for fixed dialing on your SIM card, press the key > **Change PIN2 code.**

Memory cleaning

About memory cleaning

Memory cleaning is designed to delete sensitive data from the temporary memory on your BlackBerry smartphone. Examples of sensitive data include sensitive data in the cache for the key store browser, unencrypted data from email messages, LDAP authentication passwords, and data from certificate and key searches.

When memory cleaning is turned on, the memory cleaning application is designed to delete sensitive data automatically in the following situations:

- When you insert your smartphone in a holster
- When you do not use your smartphone for a specified period of time
- When you synchronize with your computer
- When you change the time or the time zone for your smartphone
- When you lock your smartphone

Turn on memory cleaning

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. Select the **Enable** checkbox.
4. Press the key > **Save**.

Change when your smartphone deletes sensitive data from the temporary smartphone memory

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
   - To prevent your BlackBerry smartphone from deleting sensitive data when you insert your smartphone in a holster, clear the **Clean When Holstered** checkbox.

- To prevent your smartphone from deleting sensitive data when your smartphone remains idle for a specified period of time, clear the **Clean When Idle** checkbox.
- To change how long your smartphone waits after you stop using it before it deletes sensitive data, change the **Idle Timeout** field.

3. Press the key > **Save**.

Delete sensitive application data from the temporary smartphone memory

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. To delete sensitive data for all applications, in the **Memory to Clean** section, click **Clean**.

Create a shortcut for the memory cleaning application

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Memory Cleaning**.
3. Select the **Place Memory Cleaner Shortcut on Home Screen** checkbox.
4. Press the key > **Save**.

The Memory Cleaner icon appears on the home screen or in the Applications folder.

Certificates and PGP keys

About certificates and certificate enrollment

A certificate is a digital document that binds the identity and public key of a certificate subject. Your BlackBerry smartphone supports RSA, DSA, Diffie-Hellman, and ECC keys.

If your work email account uses a BlackBerry Enterprise Server that supports this feature, you can download certificates over the wireless network using a certification authority profile provided by your administrator. Depending on your organization, enrollment for a certificate might be required and might also occur automatically.

When you enroll with a certification authority profile, a new certificate is downloaded to your smartphone and added to your certificate list. The certification authority profile shows the status of the certificate. If the certificate is scheduled to expire soon, you can re-enroll with the certification authority profile to receive an updated certificate.

About PGP keys

If your work email account uses a BlackBerry Enterprise Server that supports this feature, you can download PGP keys over the wireless network from a certificate server provided by your administrator. Depending on your organization, enrollment with the PGP Universal Server might be required and might also occur automatically.

PGP keys allow you to send and receive PGP messages using your BlackBerry smartphone. Your smartphone supports RSA, DSA, and Diffie-Hellman keys.

About the trust status of certificates and PGP keys

When you view the details for a certificate or key, you can view the trust status of the item. Depending on your adminstrator, you can change the trust status of a certificate or PGP key.

A certificate can be explicitly trusted (the certificate itself is trusted), implicitly trusted (the root certificate in the certificate chain is trusted on your BlackBerry smartphone), or not trusted (the certificate isn't explicitly trusted and the root certificate in the certificate chain isn't trusted or doesn't exist on your smartphone).

A PGP key can be explicitly trusted (the PGP key itself is trusted), implicitly trusted (the PGP key is associated with a private key on your smartphone), or not trusted (the PGP key isn't explicitly trusted and isn't associated with a trusted PGP key on your smartphone, and a chain of digital signatures to a trusted key doesn't exist).

Related information

Change the trust status of a certificate or PGP key, 331

Certificate and PGP key basics

Download a certificate or PGP key from an LDAP-enabled server or DSML-enabled server

If you are enrolled with the PGP Universal Server, you can't download PGP keys manually.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Press the key > **Fetch Certificates** or **Fetch PGP Keys**.
4. Specify the search criteria.
5. Press the key > **Search**.
6. Click a certificate.
7. Click **Add To Key Store**.

Related information

I can't download a certificate,
I can't download a PGP key from an LDAP-enabled server,

Download a certificate from a certification authority

If your administrator has provided you with a certification authority profile, you can enroll with the profile to download a certificate to your BlackBerry smartphone. If the certificate is scheduled to expire soon, you can re-enroll to receive an updated certificate.

1. On the home screen, click the  icon. If you don't have the  icon, on the home screen or in a folder, click the **Options** icon. Click **Security** > **Advanced Security Settings** > **Certificate Enrollment**.
2. Click **Enroll** or **Re-enroll**.
3. If necessary, type the credentials that your administrator gave you.

Related information

I can't download a certificate,

Download a personal PGP key from the PGP Universal Server

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **PGP**.
3. Press the key > **Download Keys**.

Import a certificate or PGP key that is saved on your smartphone

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and click a certificate or PGP key.
3. Select the certificate or PGP key.
4. Press the key > **Import Certificate** or **Import PGP Key**.
   - To view the certificate or PGP key, highlight the certificate or PGP key. Press the key > **View Certificate** or **View PGP Key**.
   - To trust the certificate or PGP key, highlight the certificate or PGP key. Press the key > **Trust Certificate** or **Trust PGP Key**.

Import certificates or PGP keys from a media card

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Press the key > **Import Media Card Certs** or **Import Media Card PGP Keys**.
4. Select the certificates or PGP keys you want to import.
5. Press the key > **Import Certificates** or **Import PGP keys**.

To view a certificate or PGP key, highlight the certificate or PGP key. Press the key > **View Certificate** or **View PGP Key**.

Send or delete a certificate or PGP key

When you send a certificate or PGP key, your BlackBerry smartphone sends the public key, but doesn't send the corresponding private key.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a certificate or PGP key.
   - To send a certificate or PGP key, press the key > **Send via Email** or **Send via PIN**.
   - To delete a certificate or PGP key, press the key > **Delete**.

View details for a certificate or PGP key

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Click a certificate or PGP key.

View one type of certificate or PGP key

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Press the key.
4. Click one of the following menu items:
   - **Show Personal Certificates**
   - **Show Personal PGP Keys**
   - **Show Others' Certificates**
   - **Show Others' PGP Keys**
   - **Show CA Certificates**
   - **Show Root Certificates**

After you finish: To view all the certificates on your BlackBerry smartphone, press the key > **Show All Certificates**.

View the certificate chain for a certificate

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Highlight a certificate.
4. Press the key > **Show Chain**.

Certificate and PGP key statuses

Status indicators for certificates, PGPkeys, and certification authority profiles

Status indicators for certificates and PGP keys

Indicator	Description
	The certificate or PGP key has a corresponding private key that is stored on your BlackBerry smartphone or a smart card.
	The certificate chain or PGP key is trusted and valid, and the revocation status is good.
	The revocation status is unknown, or a public key is weak.
	The certificate, a certificate in the certificate chain, or the PGP key is untrusted, revoked, expired, not valid, or can't be verified.

Status indicators for certification authority profiles

Indicator	Description
	A valid certificate is associated with the certificate authority profile.
	A new certificate is being retrieved because the current certificate is scheduled to expire soon.
	The enrollment request is pending approval from the certificate authority.
	Enrollment with the certificate authority profile is pending because an action from the user is required to continue, or because enrollment is scheduled to occur later.
	Enrollment with the certificate authority profile is required and will occur automatically.

Check the revocation status of a certificate, certificate chain, or PGP key

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a certificate or PGP key.

4. Press the key > **Fetch Status** or **Fetch Chain Status**.

Change the trust status of a certificate or PGP key

Before you begin: Depending on the types of certificates that your administrator allows, you might not be able to trust some types of certificates.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a certificate or PGP key.
4. Press the key > **Trust** or **Distrust**.
5. If you are trusting a certificate with a certificate chain, do one of the following:
   - To trust only the highlighted certificate, click **Selected Certificate**.
   - To trust the highlighted certificate and all the other certificates in the chain, click **Entire Chain**.

Related information

About the trust status of certificates and PGP keys, 327

Revoke a certificate or PGP key

If you revoke a certificate or PGP key, it is revoked only in the key store on your BlackBerry smartphone. Your smartphone doesn't update the revocation status on the certificate authority, CRL servers, or on the PGP Universal Server.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a certificate or PGP key.
4. Press the key > **Revoke** > **Yes**.
5. Change the **Reason** field.
6. Click **OK**.

After you finish: To cancel a certificate hold, highlight the certificate. Press the key > **Cancel Hold**.

Certificate revocation reasons

Reason	Description
Unknown	The revocation reason does not match any of the predefined reasons.
Key Compromise	A person who is not the key subject might have discovered the private key value.
CA Compromise	Someone might have revealed the private key of the certificate issuer.

Reason	Description
Change in Affiliation	The certificate subject no longer works for the organization.
Superseded	A new certificate is replacing an existing certificate.
Cessation of Operation	The certificate subject no longer requires the certificate.
Certificate Hold	You want to revoke the certificate temporarily.

PGP key revocation reasons

Reason	Description
Unknown	The revocation reason does not match any of the predefined reasons.
Superseded	A new PGP key is replacing an existing PGP key.
Key Compromise	A person who is not the key subject might have discovered the private key value.
Key Retired	The PGP key is no longer used.
User ID Invalid	The user information for the PGP key is not valid.

Certificate and PGP key options

Change the display name for a certificate or PGP key

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a certificate or PGP key.
4. Press the key > **Change Label**.
5. Type a display name for the certificate or PGP key.
6. Click **OK**.

Turn off prompts that appear when you add a certificate or PGP key to the key store

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Press the key > **Fetch Certificates** or **Fetch PGP Keys**.
4. Press the key > **Options**.

- To download the revocation status of a certificate or PGP key when you add it to the key store, change the **Fetch Status** field to **Yes**.
- To add a certificate or PGP key to the key store without downloading the revocation status, change the **Fetch Status** field to **No**.
- To turn off the display name prompt, clear the **Prompt for Label** checkbox.

5. Press the key > **Save**.

If you turn off the display name prompt, when you add a certificate or PGP key, your BlackBerry smartphone uses the subject as the name for the certificate or PGP key.

Add an email address to a certificate

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the key > **Show Others' Certificates**.
4. Highlight a certificate.
5. Press the key > **Associate Addresses**.
6. Press the key > **Add Address**.
7. Do one of the following:
   - Click a contact.
   - Click **Use Once**. Type an email address. Press the key on the keyboard.
8. Press the key > **Save**.

Change how often a certification authority profile checks certificate status

Depending on your organization, you might be able to change how often a certification authority profile checks the status of its certificate. If the certificate is scheduled to expire soon, you can re-enroll with the certification authority profile to receive an updated certificate.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Enrollment**.
3. Change the **Certificate Revocation Check Interval** field.
4. Press the key > **Save**.

Clear the PGP data cache

The PGP data cache contains cached PGP public keys and the PGP Universal Server policy that your BlackBerry smartphone downloads from the PGP Universal Server.

1. On the home screen or in a folder, click the **Options** icon.

2. Click **Security** > **PGP**.
3. Press the key > **Clear Universal Cache**.

The next time that you send a PGP protected message, your smartphone downloads an updated PGP Universal Server policy and updated PGP public keys from the PGP Universal Server.

Certificate servers

Add or delete a certificate server

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.
   - To add a new certificate server, press the key > **New Server**. Add the connection information for the certificate server. Press the key > **Save**.
   - To delete a certificate server, highlight a certificate server. Press the key > **Delete**.

Change connection information for a certificate server

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.
3. Highlight a certificate server.
4. Press the key > **Edit**.
5. Change the connection information for the certificate server.
6. Press the key > **Save**.

Connection options for OCSP and CRL servers

Option	Description
Friendly Name	Type a display name for the certificate server.
Server URL	Type the web address of the certificate server.

Connection options for LDAP-enabled servers

Option	Description
Friendly Name	Type a display name for the server.
Server Name	Type the network address of the server.

Option	Description
Base Query	Type the base query information for the server using X.509 certificate syntax (for example, o=test.rim.net).
Port	Type the port number for your organization's network. The default port number is 389.
Authentication Type	Specify whether you must log in to the server.
Connection Type	Specify whether your BlackBerry smartphone uses an SSL connection or a TLS connection to connect to the server.

Send connection information for a certificate server

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificate Servers**.
3. Highlight a certificate server.
4. Press the key > **Email Server** or **PIN Server**.

Key store

About the key store

The key store on your BlackBerry smartphone might store the following items:

- Personal certificates or PGP keys (public and private key pairs)
- Certificates that you download using a certification authority profile or the BlackBerry Desktop Software
- Root certificates that are included in the BlackBerry Desktop Software
- Certificates that you download from an LDAP-enabled server or DSML-enabled server
- PGP public keys that you download from an LDAP-enabled server
- Certificates or PGP public keys that you import from your smartphone or a media card
- Certificates or PGP public keys that you add from a message

To access items in the key store, you must enter a key store password. If you exceed the number of allowed password attempts, all your smartphone data is deleted.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Change the key store password

1. On the home screen or in a folder, click the **Options** icon.

2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Press the key > **Change Key Store Password**.

Synchronize the key store password with the smartphone password

If you synchronize the key store password with your BlackBerry smartphone password, when you change your smartphone password, the key store password changes to match it automatically.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Use Device Password as Key Store Password** field to **Yes**.
4. Press the key > **Save**.

Change when your smartphone deletes the key store password

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Key Store Password Timeout** field.
4. Press the key > **Save**.

To access private keys after your BlackBerry smartphone deletes the key store password, you must type your key store password.

Add contacts automatically when you add certificates or PGP keys to the key store

You can set your BlackBerry smartphone to add a contact to your contact list using information from a certificate or PGP key in your key store. For example, if you add a coworker's public certificate to your key store, your smartphone can automatically create a contact entry with that person's name, organization, phone number, and address.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Select the **Add Certificate Email to Contacts** checkbox.
4. Press the key > **Save**.

Change the service that your smartphone uses to download certificates

Depending on your organization, you might not be able to change the service that your BlackBerry smartphone uses to download certificates. For more information, contact your administrator.

1. On the home screen or in a folder, click the **Options** icon.

2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Change the **Certificate Service** field.
4. Press the key > **Save**.

Turn off automatic backup and restore of key store data

By default, items in the key store on your BlackBerry smartphone are backed up or restored when you back up or restore your smartphone data. For security reasons, if you don't want to back up your private key to your computer or restore your private key from your computer, you can turn off automatic backup and restore of key store data.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Clear the **Allow Key Store Backup/Restore** checkbox.
4. Press the key > **Save**.

After you finish: To turn on automatic backup and restore of key store data, select the **Allow Key Store Backup/Restore** checkbox.

Change the refresh rate for certificate revocation lists

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. In the **Certificate Status** section, change the **Expires After** field.
4. Press the key > **Save**.

Your BlackBerry smartphone downloads a new revocation status automatically when your smartphone uses a key store item with a status that is older than the time limit that you set.

Reject certificate revocation lists from unverified CRL servers

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Key Stores**.
3. Clear the **Accept Unverified CRLs** checkbox.
4. Press the key > **Save**.

Your BlackBerry smartphone rejects certificate revocation lists from CRL servers that the BlackBerry MDS Connection Service can't verify.

Smart cards

About using a smart card with your smartphone

Smart cards store certificates and private keys. You can use a smart card reader to import certificates from a smart card to the key store on your BlackBerry smartphone, but you can't import private keys. As a result, private key operations such as signing and decryption use the smart card, and public key operations such as verification and encryption use the public certificates on your smartphone.

If you use a smart card certificate to authenticate with your smartphone, after you connect your smart card reader to your smartphone, your smartphone requests authentication from the smart card each time that you unlock your smartphone.

You can install multiple smart card drivers on your smartphone, including drivers for microSD smart cards, but you can only authenticate to one smart card at a time. If you are authenticating using a microSD smart card and you want to transfer media files between your microSD smart card and your computer, you must temporarily turn off two-factor authentication or select a different authentication option.

If the S/MIME Support Package for BlackBerry smartphones is installed on your smartphone, you can use smart card certificates to send S/MIME-protected messages.

Turn on two-factor authentication

Before you begin: To perform this task, you must set a password for your BlackBerry smartphone and have the smart card password that you received with your smart card.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
   - To use a smart card and your smartphone password to unlock your smartphone, set the **Authentication Type** field to **Smart Card**.
   - To use your connected smart card reader (even if the smart card is not inserted) and your smartphone password to unlock your smartphone, set the **Authentication Type** field to **Proximity**. Select the **Prompt for Device Password** checkbox.
3. Press the key > **Save**.

Import a certificate from a smart card

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates**.
3. Press the key > **Import Smart Card Certs**.
4. Enter your smart card password.
5. Select the checkbox beside a certificate.
6. Click **OK**.

7. Enter your key store password.
8. Click **OK**.

Lock your smartphone when you remove your smart card from your smart card reader

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Select the **Lock On Card Removal** checkbox.
5. Press the key > **Save**.

Related information

I can't unlock my smartphone using my smart card, 346

About smart password entry

If you use advanced authentication and your BlackBerry smartphone password or smart card password is numeric, you might be able to use smart password entry in some password fields. When smart password entry is turned on, your smartphone is designed to remember the format of a password that you type in a password field. When you type the password again, your smartphone applies a smart password filter to the password field. If the password is numeric, a 123 indicator appears beside the password field and you do not have to press the Alt key to type numbers. If the password is alphanumeric, an ABC indicator appears beside the password field.

To use smart password entry, advanced authentication must be turned on and the correct smart card driver and smart card reader must be installed on your smartphone.

Turn off smart password entry

Before you begin: To perform this task, you must be using a smart card and a password to unlock your BlackBerry® smartphone.

You can turn off smart password entry to reduce the chance that someone might guess your smartphone password or smart card password based on the smart password filter that your smartphone applies to password fields.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Clear the **Smart Password Entry** checkbox.
5. Press the key > **Save**.

After you finish: To turn on smart password entry again, check the **Smart Password Entry** checkbox.

Turn off notification for smart card connections

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Smart Card**.
3. Clear the **LED Session Indicator** checkbox.
4. Press the key > **Save**.

After you finish: To turn on notification for smart card connections, select the **LED Session Indicator** checkbox.

Prerequisites: Using authentication certificates

- Your BlackBerry smartphone must have the correct smart card driver and smart card reader driver installed.
- You must have imported a certificate from your smart card that you can use for signing and verification.
- You must turn on advanced authentication.
- You must have set a smartphone password.
- You must have the smart card password that you received with your smart card.

Use a certificate to authenticate your smart card

Before you begin: To perform this task, you must be using a smart card and a password to unlock your BlackBerry® smartphone.

If you use a certificate to authenticate your smart card, the certificate authenticates your smart card whenever you use your smart card to unlock your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Password**.
3. If necessary, change the **User Authenticator** field to **Smart card**.
4. Change the **Authentication Certificate** field.
5. Press the key > **Save**.

After you finish: To stop using a certificate to authenticate your smart card, change the **Authentication Certificate** field to **None**.

Check the status of your authentication certificate automatically

Before you begin: To perform this task, you must be using a smart card and a password to unlock your BlackBerry® smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Password**.
3. If necessary, change the **User Authenticator** field to **Smart Card**.
4. Change the **Certificate Status Check** field.

5. Press the key > **Save**.

If your smartphone checks the status of your authentication certificate and finds that it is revoked or expired, your smartphone locks.

Store the passphrase for your smart card on your smartphone

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Smart Card**.
3. Select the **PIN Caching** checkbox.
4. Press the key > **Save**.

Your BlackBerry smartphone stores the passphrase for the same length of time as it stores your key store password.

VPN settings

Depending on the options that your administrator has set for you, this feature might not be supported.

About VPN profiles

A VPN profile contains the information that you require to log in to your organization's network over VPN. Depending on your organization, your adminstrator might add a VPN profile to your BlackBerry smartphone automatically and you might have more than one VPN profile on your smartphone. For more information about VPN profiles, contact your administrator.

About software tokens

You might need a software token to log in to a VPN. A software token includes a token code that your BlackBerry smartphone regenerates periodically and a PIN. If you use a software token to log in to a VPN, the software token must be on your smartphone and the software token information that appears in the VPN profile must be correct. For more information about software tokens, contact your administrator.

View IT policy rules that are set for your smartphone

If your BlackBerry smartphone is associated with a BlackBerry Enterprise Server, your administrator might add IT policy rules that determine which features and settings are available on your smartphone. For example, your administrator might add an IT policy rule to your smartphone that requires you to use a password.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Status Information** > **View IT Policy** > **IT Policy Details**.

Verify security software manually

Security self-tests are designed to verify that security software is implemented correctly on your BlackBerry smartphone. The tests should run automatically after you restart your smartphone, but you can also verify security software manually.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Security Status Information**.
3. Press the key > **Verify Security Software**.

Third-party application control

About permissions and trust status for third-party applications

You or your administrator can set permissions that control how third-party applications on your BlackBerry smartphone interact with the other applications on your smartphone. For example, you can control whether third-party applications can access data or the Internet, make calls, or track your location. Some applications require specific permissions to work.

If you have added a third-party application to your smartphone, your smartphone is designed to prevent the application from sending or receiving data without your knowledge. The first time that you open a third-party application, you might be prompted to trust the application or to set permissions for it. If you trust the application, your smartphone sets most permissions for the application to Allow. You can change the permissions for a specific application or all applications in the smartphone options.

Set permissions for a third-party application

Note: Changing permissions for third-party applications can significantly affect the operation of applications on your BlackBerry smartphone. For more information about how changing these permissions might affect the operation of the applications on your smartphone, contact your wireless service provider or administrator.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
   - To set permissions for a specific third-party application, highlight the application. Press the key > **Edit Permissions**.
   - To set permissions for all third-party applications, press the key > **Edit Default Permissions**.
3. In the **Connections**, **Interactions**, or **User Data** section, press the key > **Expand**.
4. Change the permission fields.
5. Press the key > **Save**.

Related information

Interaction permissions for third-party applications, 344
Data permissions for third-party applications, 345

Reset connection permissions for third-party applications

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Application Management**.
3. Press the key > **Edit Default Permissions**.
4. Press the key > **Reset All Firewall Prompts**.
5. Press the key > **Apply Defaults to All**.

About direct Internet connections for third-party applications

Some third-party applications that you add to your BlackBerry® smartphone might require a direct TCP or HTTP connection to the Internet. For example, a stock price application might need to connect to the Internet to retrieve the latest stock prices. You might have to set the APN that the third-party application uses for this connection.

Set up a direct Internet connection for a third-party application

To get the user name and password for the APN, contact your wireless service provider.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **TCP IP**.
3. Type the APN information.
4. Press the key > **Save**.

Turn on safe mode

Before you begin: When you start your BlackBerry smartphone, you can turn on safe mode to prevent third-party applications from running automatically. This safe mode enables you to troubleshoot or remove any unwanted applications.

1. Remove and reinsert the battery.
2. When the red LED light goes out, press and hold the key as the smartphone is loading.
3. When the dialog appears, click **OK**.

When safe mode is on, a safe mode indicator appears at the top of the home screen.

After you finish: To turn off safe mode, repeat step 1.

Turn off a prompt for a third-party application connection

1. On the home screen or in a folder, click the **Options** icon.

2. Click **Device** > **Application Management**.
3. Highlight a third-party application.
4. Press the key > **Edit Permissions** > **Prompt Exceptions**.
   - To allow the application to connect to a specific location or resource without displaying a prompt, click **Add Allow**. Specify a protocol and, if necessary, the domain.
   - To prevent the application from connecting to a specific location or resource without displaying a prompt, click **Add Deny**. Specify a protocol and, if necessary, the domain.
5. Press the key > **Save**.

Interaction permissions for third-party applications

Permission	Description
Cross Application Communication	Specify whether third-party applications can communicate and share data with other applications on your BlackBerry smartphone.
Device Settings	Specify whether third-party applications can turn on or turn off your smartphone or change smartphone options, such as display options.
Media	Specify whether third-party applications can access media files on your smartphone.
Application Management	Specify whether third-party applications can add or delete application modules or access module information such as an application name or version.
Themes	Specify whether your smartphone can use third-party applications as a source for customized themes.
Input Simulation	Specify whether third-party applications can simulate actions, such as pressing a key on your smartphone.
Browser Filtering	Specify whether third-party applications can register browser filters with the browser on your smartphone to add, change, or delete website content before it appears in your browser.
Recording	Specify whether third-party applications can take screen shots of your smartphone screen or use other applications on your smartphone to take pictures or recordings.
Security Timer Reset	Specify whether third-party applications can reset the duration that your smartphone remains unlocked after you stop using it.

Permission	Description
Display Information While Locked	Specify whether third-party applications can display information while your smartphone is locked.

Related information

Set permissions for a third-party application, 342

Data permissions for third-party applications

Permission	Description
Email	Set whether third-party applications can access email messages, text messages, or PIN messages on your BlackBerry smartphone.
Organizer Data	Set whether third-party applications can access organizer data such as contacts, calendar entries, tasks, or memos.
Files	Set whether third-party applications can access files that you store on your smartphone. For example, you can set whether third-party applications can access files that you transfer to your smartphone using Bluetooth technology or using the BlackBerry Desktop Software.
Security Data	Set whether third-party applications can access certificates or keys in the key store on your smartphone.
Secure Element	Set whether third-party applications can access confidential information, such as credit card numbers, coupons, loyalty cards, and public transit passes, that are stored on your smartphone's secure element. Depending on your smartphone model and wireless service provider, your smartphone might not use a secure element.

Related information

Set permissions for a third-party application, 342

Troubleshooting: Security

I forget my smartphone password

If you forget your BlackBerry smartphone password, it can't be recovered. If your smartphone uses a BlackBerry Enterprise Server, your administrator might be able to reset your password without deleting your smartphone data.

Otherwise, the only way you can reset your password without knowing your current password is to delete all your smartphone data. You can do this by exceeding the number of allowed password attempts.

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, when you delete your smartphone data, you might also delete the data on your media card. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

My smartphone prompts me to make an emergency call when I type a password

If your BlackBerry smartphone password contains a combination of letters that corresponds to an emergency access number, your smartphone might prompt you to make an emergency call when you type your smartphone password.

To dismiss the prompt to make an emergency call, continue typing your smartphone password.

Related information

Set or change your smartphone password, 317

I can't unlock my smartphone using my smart card

Try the following actions:

- Verify that the correct smart card is inserted in the smart card reader.
- Verify that the smart card is inserted in the smart card reader correctly.
- Verify that you typed the smart card password correctly. You should have received this password when you received your smart card.
- If you use a certificate to authenticate your smart card, verify that the certificate isn't revoked or expired.

I can't download a certificate or PGP key from an LDAP-enabled server

Try the following actions:

- Verify that your organization permits you to download certificates or PGP keys from an LDAP-enabled server. For more information, contact your administrator.

- If you changed the connection type that your BlackBerry smartphone uses to connect to an LDAP-enabled server, try using the default connection type.

I forgot the PIN for Parental Controls

Once a PIN for Parental Controls has been set, it can't be recovered. To set a new PIN, you must delete all smartphone data.

Service books and diagnostic reports

Run, view, send, or delete a diagnostic report

To help your wireless service provider or administrator troubleshoot a network connection issue or messaging service issue, you can run and send a diagnostic report.

1. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **Diagnostics Test**.
   - To run a report, press the key > **Run**.
   - To view a diagnostic report, highlight a report. Press the key > **View Report**.
   - To send a diagnostic report, highlight a report. Press the key > **Email Report** or **PIN Report**.
   - To delete a diagnostic report or all diagnostic reports, highlight a report. Press the key > **Delete** or **Delete All**.

Accept, delete, or restore a service book

Your wireless service provider or administrator might send a service book to your BlackBerry smartphone over the wireless network to add an additional service or application to your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Service Book**.
3. Highlight a service book.
4. Press the key.

- To accept a service book, click **Accept**.
- To delete a service book, click **Delete**.
- To restore a service book, click **Undelete**.

Set a default recipient for diagnostic reports

If you set the default recipient, each time that you submit a diagnostic report, your BlackBerry smartphone sends the report to that recipient. If you want to specify a recipient each time that you submit a report, don't set the default recipient.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Networks and Connections** > **Mobile Network**.
3. Press the key > **Diagnostics Test**.
4. Press the key > **Options**..
5. Type the contact information.
6. Press the key > **Save**.

Find your smartphone model number and version of the BlackBerry Device Software

Do one of the following:

- On the home screen or in a folder, click the **Options** icon. Click **Device** > **About Device Versions**.
- If supported by your input language, in a message or memo, type **myver** followed by a space.

I can't run or submit a diagnostic report

Try the following actions:

- Try running the diagnostic report again. In the diagnostic report, press the  key > **Repeat All Steps**.
- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If you cannot submit a diagnostic report to an email address, try submitting the report to a PIN. Likewise, if you can't submit a diagnostic report to a PIN, try submitting the report to an email address.

Related information

Run a diagnostic report,

Synchronization

How to: Synchronization

About synchronization and reconciliation

The wireless data synchronization and wireless email reconciliation features are designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) and reconcile email between your BlackBerry smartphone and the email application on your computer over the wireless network.

In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry Desktop Software to synchronize your organizer data. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Reconcile email over the wireless network manually

If you file or delete email messages and the changes aren't reflected on your BlackBerry smartphone or your computer, you can reconcile your email manually. To complete this task, wireless email reconciliation must be turned on.

1. On the home screen, click the **Messages** icon.
2. Press the  key> **Reconcile Now**.

Turn on or turn off wireless email reconciliation

You can turn on or turn off wireless email reconciliation for each email address associated with your BlackBerry smartphone.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select or clear the **Wireless Reconcile** checkbox.

Delete email on your smartphone and in your email application on your computer

You can set the Delete On option for each email address that is associated with your BlackBerry smartphone.

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Change the **Delete On** field to **Mailbox & Handheld**.
5. Press the key > **Save**.

It takes a short period of time for email to be deleted over the wireless network.

Related information

Delete a message, 94

Manage email reconciliation conflicts

You can set whether the email on your BlackBerry smartphone or the email on your computer takes precedence when an email reconciliation conflict occurs. A conflict occurs when you change the same email on your smartphone and in the email application on your computer.

1. On the home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Change the **On Conflicts** field.
5. Press the key > **Save**.

Synchronize organizer data over the wireless network

Before you begin: Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

If you change the same organizer data item on your BlackBerry smartphone and in the email application on your computer, the organizer data on your computer takes precedence over the organizer data on your smartphone.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** checkbox.
4. Press the key > **Save**.

After you finish: If you use the BlackBerry Internet Service, you must use the BlackBerry Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

Related information

Some characters in calendar entries don't appear correctly after synchronization, 187
About synchronization conflicts, 179

Empty the deleted items folder on your computer from your smartphone

Before you begin: To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the key > **Purge Deleted Items**.

About backing up and restoring smartphone data

If you have installed the BlackBerry Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry Enterprise Server, you might be able to restore synchronized organizer data to your smartphone over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Troubleshooting: Synchronization

Email messages aren't reconciling over the wireless network

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually.

Organizer data isn't synchronizing over the wireless network

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the Contacts application, Calendar application, Tasks application, and MemoPad.

- If you use the BlackBerry Internet Service, you must synchronize calendar data using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

Contact list field data isn't appearing on my computer

You can only synchronize the data in a custom contact list field with a text field in the email application on your computer. For example, you can't add a contact's birthday to a custom contact list field on your BlackBerry smartphone and synchronize it with the email application on your computer, because the birthday field is a date field in the email application on your computer.

Related information

Create a custom contact field, 190

Some characters in calendar entries don't appear correctly after synchronization

If you schedule appointments or meetings on your BlackBerry smartphone that contain special characters or accents, your computer might not support these characters.

On your computer, verify that you are using the correct default code page and that the correct font support is installed on your computer. For more information, see the documentation for the operating system on your computer.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

About synchronization conflicts, 179
Synchronize organizer data over the wireless network, 179

Accessibility options

How to: Accessibility

Screen accessibility options

Display closed captions in videos

You can turn on closed captions so that text displays on the screen when you play video files that support closed captions.

1. On the Home screen, click the **Media** icon.
2. Press the key > **Media Options**.
3. Select the **Display Closed Captions** checkbox.
4. If necessary, change the **Appearance** field, **Position** field, and **Font Scale** field.
5. Press the key > **Save**.

Change the display font

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. Change the font fields.
4. Press the key > **Save**.

Related information

Use grayscale or reverse contrast for the screen display, 229
Screen display, 225

Use grayscale or reverse contrast for the screen display

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.

- To use grayscale for the screen display, change the **Color Contrast** field to **Greyscale**.
- To use reverse contrast for the screen display, change the **Color Contrast** field to **Reverse Contrast**.

3. Press the key > **Save**.

Audio and phone accessibility options

Turn on or turn off event sounds

Event sounds alert you when you turn on or turn off your BlackBerry smartphone, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your smartphone.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Change the **Event Sounds** field.
4. Press the key > **Save**.

Change how you answer calls with a headset

If your BlackBerry smartphone is paired with a Bluetooth enabled headset or you have a headset plugged into your smartphone, you can set your smartphone to answer calls automatically after 5 seconds.

1. From the home screen, press the key.
2. Press the key > **Options** > **In-call Settings**.
   - To answer calls automatically after 5 seconds, change the **Auto Answer Calls** field to **After 5s (Bluetooth/ Headset Only)**.
   - To stop answering calls automatically after 5 seconds, change the **Auto Answer Calls** field to **Never**.
3. Press the key > **Save**.

Add or delete a contact alert

You can create contact alerts that allow you to customize ring tones and alerts for calls and messages from specific contacts or groups of contacts. When you receive a call or message from the contact, your BlackBerry smartphone uses the assigned ring tone or alert, even if you select the Silent profile or Vibrate Only profile. If you do not want to be notified with the assigned ring tone or alert, you can select the All Alerts Off profile.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Contacts** > **Add Contact Alert**.
3. In the **Name** field, type the name of the contact alert.
4. In the **Contacts** field, type the name of the contact.
5. Click a contact.

6. Change the ring tone and alert information for calls and messages.
7. Press the key > **Save**.

After you finish: To delete a contact alert, highlight the contact alert that you want to delete. Press the key > **Delete**.

Related information

Icons for sound and alert profiles, 159

TTY support

Depending on your wireless service provider, this feature might not be supported.

About TTY support

When you turn on TTY support and you connect your BlackBerry smartphone to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your smartphone is designed to convert received calls to text that you can read on your TTY device.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your smartphone. To get an adapter accessory that Research In Motion has approved for use with your smartphone, visit www.shopblackberry.com.

Turn on or turn off TTY support

1. From the Home screen, press the key.
2. Press the key > **Options** > **TTY**.
3. Change the **TTY** field.
4. Press the key > **Save**.

After you finish:

A TTY indicator appears in the connections area at the top of the Home screen.

Related information

About TTY support, 76
Phone options, 74

Voice dialing

Perform an action using a voice command

1. On the Home screen or in a folder, click the **Voice Dialing** icon.
2. After the beep, say a voice command.

Related information

I can't make calls using a voice command, 80

Available voice commands

Voice command	Description
"Call <*contact name or phone number*>"	Say this voice command to make a call. To perform this task with a Bluetooth enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology. You can't make calls to emergency numbers using voice commands.
"Call <*contact name*> <*phone number type*>"	Say this voice command to call a specific phone number for a contact that is in your contact list. For example, if the contact has a work number and a mobile number, you can say "call <*contact name*> work" to call the work number.
"Call extension <*extension number*>"	Say this voice command to dial an extension. To perform this task, you must set options for dialing extensions. You can dial extensions only within your company.
"Check my phone number"	If you have multiple phone numbers associated with your BlackBerry smartphone, say this voice command to check your active phone number.
"Check signal strength"	Say this voice command to check your wireless coverage level.
"Check network"	Say this voice command to check the wireless network that your smartphone is connected to.
"Check battery"	Say this voice command to check the battery power level.
"Repeat"	Say this voice command to have the last voice prompt repeated to you.
"Cancel"	Say this voice command to close the voice dialing application.

Related information

Set options for dialing extensions, 69

Typing accessibility options

Change or delete a Word Substitution entry

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Word Substitution**.
3. Highlight a Word Substitution entry.
4. Press the key.

- To change the Word Substitution entry, click **Edit**. Change the entry. Press the key > **Save**.
- To delete the Word Substitution entry, click **Delete**.

Type text using the predictive input method

When you are typing text, do any of the following:

- To select the highlighted suggestion and start typing a new word, press the key on the keyboard.
- To select the highlighted suggestion and continue typing, click the word.
- To ignore the suggestions, keep typing.

Change your typing style

You can change how your BlackBerry smartphone recognizes what you type by selecting a typing style.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Typing**.
3. For a keyboard, do one of the following:
   - To turn off all typing assistance, change the **Style** field to **Direct**.
   - To set your smartphone to suggest word predictions as you type, change the **Style** field to **Predictive**.
4. Press the key > **Save**.

Related information

I have no Advanced Style Options, 218

Calculator

Use the calculator

On the home screen or in the **Applications** folder, click the **Calculator** icon.

- To press a key in the calculator, click the key or press the corresponding key on the smartphone keyboard.

Convert a measurement

1. On the home screen or in the **Applications** folder, click the **Calculator** icon.
2. Type a number.
3. Press the  key.
   - To convert the number from imperial to metric, click **To Metric**.
   - To convert the number from metric to imperial, click **From Metric**.
4. Click a conversion type.

Glossary

certificate	A BlackBerry smartphone uses a certificate as a digital document that binds the identity and public key of a certificate subject. Each certificate has a corresponding private key that is stored separately. A certification authority signs the certificate to indicate that it is authentic and can be trusted. This may also be called a digital certificate.
certification authority	A certification authority (CA) is a trusted third-party organization that verifies the information or identity of computers on a network and issues digital certificates.
CRL server	A BlackBerry smartphone uses a certificate revocation list (CRL) server to check the most recently published revocation status of a certificate. Certification authorities publish certificate revocation lists on CRL servers.
DSML-enabled server	A BlackBerry smartphone uses a Directory Service Markup Language (DSML) enabled server to search for and download certificates.
IT policy	An IT policy consists of various IT policy rules that control the security features and behavior of BlackBerry smartphones, BlackBerry PlayBook tablets, the BlackBerry Desktop Software, and the BlackBerry Web Desktop Manager.
LDAP-enabled server	A BlackBerry smartphone uses an LDAP-enabled server to search for and download certificates and PGP keys.
mass storage mode	Mass storage mode enables users to transfer files between a media card and their computer when they connect their BlackBerry smartphone to their computer.
personal certificate	A personal certificate is a certificate that a certification authority assigns to a user.
personal PGP key	A personal PGP key consists of a PGP public key and PGP private key.
PIN	Each BlackBerry smartphone has a unique personal identification number (PIN). If you know a contact's PIN, you can use it to add them to your BlackBerry Messenger, or you can send them a PIN message. You can find your PIN by typing mypin in any text field.
PLAN	A Personal Localized Alerting Network (PLAN) is a public safety alert system that can send geographically-targeted text messages alerting users of imminent threats to safety. This feature is not supported by all wireless networks or all BlackBerry smartphones.
private key	BlackBerry smartphones use private keys to sign email messages or PIN messages that users send and to decrypt email messages that users receive. Private key information is not distributed publicly.

public key	BlackBerry smartphones use public keys to encrypt email messages or PIN messages that users send to certificate subjects and to verify the signature on email messages or PIN messages that users receive from certificate subjects.
root certificate	A root certificate is a self-signed certificate and usually belongs to a certification authority.
tap	A tap is a user interaction with a touch screen, using one finger to quickly touch the screen. Some interactions require the user to tap and briefly hold a finger on the screen. For example, to access your voicemail, tap and hold the 1 key in the phone app. A tap also describes the interaction between two NFC-enabled devices. For example, tap the back of your BlackBerry smartphone against a smart tag.
touch	A touch is a user interaction with a touch screen that is usually combined with another action, using one finger. For example, touch and drag, or touch and hold.

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Iperf performance test

Mark Gates

Ajay Tirumala

Jim Ferguson

Jon Dugan

Feng Qin

Kevin Gibbs

John Estabrook

National Laboratory for Applied Network Research

National Center for Supercomputing Applications

University of Illinois at Urbana-Champaign

www.ncsa.uiuc.edu

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PCRE is a library of functions to support regular expressions whose syntax and semantics are as close as possible to those of the Perl 5 language.

This is JavaScriptCore's variant of the PCRE library. While this library started out as a copy of PCRE, many of the features of PCRE have been removed.

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Porsche Design P'9981 smartphone from BlackBerry model number: REP71UW or REQ71UW

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Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
200 Bath Road
Slough, Berkshire SL1 3XE
United Kingdom

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